

**USSDS**  
**PROVIDER PAYMENTS**  
**MANUAL**

**TABLE OF CONTENTS**

<b>INTRODUCTION .....</b>	<b>3</b>
<b>USSDS Modifications Overview.....</b>	<b>4</b>
<b>How to Open Client Authorizations for Purchase &amp; Direct Services.....</b>	<b>5-6</b>
<b>(All Non-DCFS)</b>	
<b>Entering Client Payments (All Non-DCFS).....</b>	<b>7-8</b>
<b>USE OF BILLING FORMS</b>	
Printing & Mailing 520s.....	9
1032s and 295S .....	9
<b>COMPLETION &amp; APPROVAL OF BILLING FORMS</b>	
Process 520s.....	10-12
1032s.....	12-13
Process 295Ss.....	13-14
Screen Samples.....	14-15
<b>ENTRY OF BILLING DATA IN USSDS</b>	
Use of PP02 .....	16
Overrides on PP02 Screen/signing off on overrides on PP02.....	17
Billing Form Used More Than One Week.....	18
Encumbered Funds.....	20
<b>BALANCING PAYROLL AT REGIONAL OFFICE</b>	
Timing of Entry & Balancing/Use of PP04/Errors in Entry.....	21-23
Submission of Billing Documents.....	23
<b>ERRORS IN DOCUMENTS</b>	
No Original Signature/Electronic Signature.....	23
Check Register Not Balanced/Exception Report.....	24-26
<b>RETURN OF PAYROLL CHECKS</b>	

Post Office Returns.....	26
Stale-dated Checks.....	27
Refund of Payment... <b>(Fiscal Procedure 03-001.04)</b> .....	28
Lost Checks.....	28
Forged Checks.....	28
<b>OVER THE COUNTER CHECKS.....</b>	<b>29-32</b>
<b>(primarily for DCFS, DSPD and DAAS)</b>	
<b>REQUEST FOR HANDWRITE CHECKS</b>	
Completing FORM 1051.....	32
Processing Time for Handwrite.....	33
<b>USE OF PAYMENT HISTORY SCREENS</b>	
By Client (PP07 & PP77).....	33
By Provider (PP21, PP22, PP23, PP24).....	34
<b>CHANGE OF PAYMENT HISTORY <b>(Fiscal Procedure 03-001.04)</b> .....</b>	<b>35</b>
<b>DUPLICATE CLIENT IDs.....</b>	<b>36</b>
<b>DUPLICATE PROVIDER IDs.....</b>	<b>36</b>
<b>USSDS PROVIDER BILLING FORMS RETENTION.....</b>	<b>36</b>
<b>QUICK REFERENCE (Workers Q.R. Sheets).....</b>	<b>37-40</b>
<b>REPORT VIEWING &amp; PRINTING.....</b>	<b>40-41</b>
<b>PROVIDER INFORMATION SCREENS</b>	
<b>Provider Name Search/ID Number Search (PR03/PR16).....</b>	<b>42-44</b>
<b>USSDS System Overview Flow-Chart.....</b>	<b>45</b>
<b>Provider Record Set-Up.....</b>	<b>46</b>
<b>Entering Approvals for Non-Fixed Amounts Contracts.....</b>	<b>47-51</b>
<b>Provider Record Set-Up &amp; Approval Entry for Non-Contracted Services.....</b>	<b>47</b>
<b>For DCFS</b>	
<b>Opening Piaute/Ute Foster Homes/ILP Kids.....</b>	<b>52-57</b>
<b>Opening Shelter Homes.....</b>	<b>58</b>
<b>Opening Provider Approvals.....</b>	<b>59-60</b>
<b>Subsidy Providers .....</b>	<b>60-64</b>
<b>Establishing New Approval w/ new Rate or Start Date.....</b>	<b>65-66</b>

## **DEPARTMENT OF HUMAN SERVICES**

### **PAYMENTS MANUAL**

### **BUREAU OF FINANCE**

The Department of Human Services contracts with a number of vendors to provide services to the department. The kinds of services range from individual assessment of clients, through provision of home care, group care to day training. These services are provided either at set rates per client (per hour, for instance), or at a fixed cost for a contract period, no matter how many clients are served.

**Payments for these services are issued and tracked by the USSDS--Unified Social Services Delivery System--a computer-based information management system.**

With such a diversity of services and agencies with which to deal, a complex set of processes must be accomplished before a payment to a provider can be made. This MANUAL provides a reference- point for making such payments. No such brief guide can provide instructions for all contingencies. However, we have attempted to cover as many points as possible that might arise. The reader is referred to the short "Worker's Quick Reference Sheets" for a quick reference, and then to the entire MANUAL for more detailed explanations of various operations.

A worker desiring a copy of this manual should contact the Bureau of Finance—  
(801) 538-4252.

There are many places in this Manual in which the term "USSDS Help Desk" is used. It should be noted that this means the following:

Department of Human Services  
Bureau of Finance  
Attn: USSDS Helpdesk  
120 North 200 West  
Room #213  
Salt Lake City, UT 84102

There is one primary USSDS Help Desk worker in the Bureau of Finance office. The USSDS Help Desk's activities are devoted primarily to issuing the Provider Payroll each week, making needed corrections, and other changes in specific cases. In addition, the USSDS Help Desk works closely with the Office of Technology to make the necessary changes to the computer system required by the creation of new modules and requests for new reports.

All changes requested to the system and its output (reports, etc.) should be sent directly to the USSDS Help Desk in the Bureau of Finance. If approved, these are then sent to the programmers for the changes to be made. If you have specific questions related to desired changes, contact the USSDS Help Desk.

## USSDS System Modifications - Overview

The Bureau of Contract Management and the Office of Technology have combined to make modifications to the USSDS payment system. The two major changes to the system are as follows:

### 1. Non-Fixed Amount Contracts:

The USSDS system has been modified to require the entry of contract numbers for non-fixed amount contracts prior to payments. Service codes will be the key indicator used to require the entry of contract numbers for both non-fixed amount and fixed amount contract services. The service code “contract” property will be modified and utilized to enforce data entry requirements.

### 2. Provider Record Data Entry:

The USSDS system has been modified to require that all 10-character provider records (Records with the providers tax identification number followed by an alpha character) must have an accompanying 9-character provider or “corporate” identification number.

The major benefits of these changes include the following:

- a. Prevent payments without a contract in place prior to payment.
- b. Enhance payment tracking for USSDS payments on “non-fixed amount” contracts.
- c. Standardize entry of provider ID (Federal tax identification), provider corporate name, and contract number.

The above changes have resulted in the creation of new functions (screens) in USSDS, new data entry responsibilities and requirements, and modified procedures for entering provider records, contract records, and contract approvals. The diagram at the end of this document identifies the steps and responsibility for data entry of these functions. Attached materials give step-by-step instructions for data entry. Additional attached materials cover new and modified provider search functions, new passwords for screens that create provider records, contract records, and payment approval records, and a request form for the creation of 9-character provider records.

### 3. Major Changes for USSDS Users

- a. Payment approval records for all contracted payments will require a contract record prior to creating approval records. BCM will input all contract records and approval records for fixed amount contracts. BCM will input the newly required contract records for non-fixed amount (open) contracts. After BCM has created a contract record, divisions will be responsible for creating approval records for non-fixed amount contracts.
- b. 10-character provider records will only be able to be created if there is a matching 9-character approval record. Except for providers that require a license to be entered in USSDS, BCM will create all 9-character provider records. In the case of non-contracted payments/approvals, divisions will need to contact BCM (see attached form) to create provider records.
- c. New and modified search functions (PR03 and PR16) have been developed to aid in the identification of existing provider records to be used to create payment approval records.
- d. When entering client authorizations (CP08), contract numbers will be required on services that are contract related.

## HOW TO OPEN A CLIENT AUTHORIZATION

### Profile E or M: DHS personnel (non DCFS and non DAAS)

DCFS use SAFE. DAAS use the AP00 screens, DSPD use the SD00 screens

#### A. CLIENT AUTHORIZATION (CP08)

1. Type "MM00" in the "GO TO NEXT" space to go to the Main Menu.

USSDS	MM00	MAIN MENU		03/28/01	953105
GO TO NEXT		<u>CP08</u>	SCREEN	PASSWORD	<u>?????</u>
CLIENT			PROVIDER	REFERRAL	
0000	TO TERMINATE SESSION		HB00	HOME BASED SERVICES	
AD00	ADMINISTRATIVE		HT00	ENERGY ASSISTANCE (HEAT)	
AP00	ADULT REFERRAL		JB00	JOBS	
CN00	CHILD ABUSE-NEGLECT		MH00	MENTAL HEALTH	
CP00	CLIENT PATHWAY		PP00	PAYMENTS	
CW00	CHILD WELFARE CASE MGMT		PR00	PROVIDER	
DV00	DOMESTIC VIOLENCE		SD00	HANDICAPPED SERVICES	
EA00	EMERGENCY ASSISTANCE		SS00	ASSISTANCE PAYMENTS REVIEW	
FC00	OUT-OF-HOME-CARE		ST00	STATE OFFICE	
HC00	HEALTH CARE NEEDS TRACKING				

- a. At the Main Menu, enter "CP08" into the "GO TO NEXT" space. Then enter the password.
- b. Hit "Enter"

2. This will take you to the "PURCHASE SERVICE ADD" screen.

USSDS	CP08	PURCHASE SERVICE ADD		03/28/01	1134243
CLIENT ID	<u>040019932</u>				
SERVICE	<u>YST</u>				
KIND	<u>D</u>				
PROVIDER	<u>123456789</u>				
GO TO NEXT	SCREEN	REFERRAL			

- a. Here you must enter the "CLIENT ID", "SERVICE CODE", "KIND", and "PROVIDER ID"
- b. Hit "Enter"

3. This will take you to the "PURCHASE SERVICE ADD" screen

USSDS	CP08	PURCHASE SERVICE ADD		03/28/01	1138033		
CLIENT ID 040019932 NAME SOCIA MADEN							
SERVICE YST KIND D CAT ELIG UN ELIG START DATE 01JUL92							
UNITS	BUDGET	SVC	BUDGET	WORKER	PROVIDER	CONTRACT	START
	SOURCE	ELIG	DIST-OFF	ID	ID	NUMBER	DATE
<u>001</u>	<u>F</u>	<u>UN</u>	<u>CY1</u>	<u>CY07</u>	123456789	<u>123456</u>	<u>01JUL00</u>
END DATE							
GO TO NEXT	SCREEN	CLIENT 040019932 PROVIDER 123456789 REFERRAL					

- a. Enter "UNITS", "BUDGET SOURCE", "SERVICE ELIGIBILITY", "BUDGET DISTRICT OFFICE", "WORKER ID", "CONTRACT NUMBER" and "START-DATE". (**NOTE:** All dates in this screen must be entered in the form of DD/MMM/YY-"01jul01".)
- b. Hit "enter."

```

PURCHASE SERVICE ADDED-CP08
USSDS CP08          PURCHASE SERVICE ADD          03/28/01 1134243

CLIENT ID
SERVICE
KIND
PROVIDER

GO TO NEXT          SCREEN  REFERRAL

```

- c. If everything is OK, the message "PURCHASE SERVICE ADDED-CP08" will appear at the top of the screen.

**YOU MUST DO A CP08 FOR EACH SERVICE THE CLIENT IS RECEIVING.**

### HOW TO DO A CLIENT PAYMENT

**Profile R: DCFS personnel**

**Profile E: DHS personnel (non DCFS)**

1. Type "MM00" in the "GO TO NEXT" space to go to the Main Menu.

```

USSDS  MM00          MAIN MENU          03/28/01 953105

GO TO NEXT PP02  SCREEN  PASSWORD ?????
CLIENT          PROVIDER          REFERRAL

0000  TO TERMINATE SESSION          HB00  HOME BASED SERVICES
AD00  ADMINISTRATIVE                HT00  ENERGY ASSISTANCE (HEAT)
AP00  ADULT REFERRAL                JB00  JOBS
CN00  CHILD ABUSE-NEGLECT           MH00  MENTAL HEALTH
CP00  CLIENT PATHWAY                PP00  PAYMENTS
CW00  CHILD WELFARE CASE MGMT        PR00  PROVIDER
DV00  DOMESTIC VIOLENCE             SD00  HANDICAPPED SERVICES
EA00  EMERGENCY ASSISTANCE           SS00  ASSISTANCE PAYMENTS REVIEW
FC00  OUT-OF-HOME-CARE              ST00  STATE OFFICE
HC00  HEALTH CARE NEEDS TRACKING

```

- a. At the Main Menu, enter "PP02" into the "GO TO NEXT" space. Then enter the password.  
b. Hit "Enter"

2. This will take you to the "PROVIDER AUTHORIZATION MATCH PAYMENTS" screen.

```

USSDS: PP02          PROVIDER AUTHORIZATION MATCH PAYMENTS          03/28/01 1143003

ENTER NEXT PROVIDER AND-OR CLIENT FOR PAYMENTS

PROVIDER ID: 123456789B  CLIENT NAME

DISTRICT: YC

OFFICE:  (OPTIONAL)

SITE CODE:  (DSPD ONLY - OPTIONAL)

GO TO NEXT          SCREEN  CLIENT          REFERRAL

```

- a. You must enter the "PROVIDER ID", and "DISTRICT" here.  
b. Hit "Enter"

3. This will take you to the "PP02 PROVIDER AUTHORIZATION MATCH PAYMENTS" screen.

```
USSDS: PP02 PROVIDER AUTHORIZATION MATCH PAYMENTS 03/28/01
CLIENT ID: 123456789 PROVIDER ID: 123456789B
NAME: FIRSTNAME ONEONEWONW I DISTRICT: YC SITE CODE:
SVC KIND RATE UNITS ELIG START END BUD-SRC WORKER CONTRACT
YST D 100.00 1 FT 01Jan01 28Feb01 Y YC01 111112

ENTER PAYMENT DATA

START-DT END-DT UNITS AMOUNT OVERRIDE
01jul01 30jul01 001 5673.09

NEXT CLIENT NAME
GO TO NEXT SCREEN CLIENT 040019932 PROVIDER 123456789B REFERRAL
```

- a. You must enter the "START DATE", "END DATE", "UNITS", and "AMOUNT"
- b. Hit "Enter"

```
END OF DATA FOR PROVIDER-DISTRICT
USSDS: PP02 PROVIDER AUTHORIZATION MATCH PAYMENTS 03/28/01 1143003

ENTER NEXT PROVIDER AND-OR CLIENT FOR PAYMENTS

PROVIDER ID: CLIENT NAME
DISTRICT:
OFFICE: (OPTIONAL)
SITE CODE: (DSPD ONLY - OPTIONAL)
GO TO NEXT SCREEN CLIENT REFERRAL
```

- c. If everything is "OK", the message "END OF DATA FOR PROVIDER-DISTRICT" will appear at the top of the screen and you will be taken back to the PP02 screen.
- d. Type in the next Provider ID and District to do another client payment or "MM00" in the "GO TO NEXT" screen to return to the main menu.

### USE OF BILLING FORMS

Three types of billing forms exist. No payment may be made without the completion of one of these forms. They are as follows:

1. **PROVIDER BILLING FORM:** DHS 520A or FORM-520. The 520A forms are used to pay providers for **routine costs/services on a specific client(s)**. The 520A forms are generally preprinted by the

computer with CLIENT-ID, CLIENT-NAME and various other data. They are mailed to the provider, who must modify them as needed and then must submit them to the Regional Office.

The Regional Office must ensure their correctness and timely entry into the USSDS. From the information entered into USSDS system, the weekly run of provider payments are created and a check will be generated to the provider providing no errors are discovered in the payment edits within the system process. The form offers a permanent record, signed by the provider, that a bill for those clients mentioned has been submitted to the department.

**DHS 520A forms are printed and mailed around the 20th of each month for DSPD. For JJS and DCFS the forms are printed and mailed around the 27<sup>th</sup> of each month.**

The Form 520 is manually completed on providers who have not received their DHS 520A statement.

2. **COST OF SERVICE BILLING FORM:** FORM 1032. **These forms are generally used to pay a contracted provider for a 'cost of service' the provider performs** for the Department. The worker completes these forms and the data is entered into USSDS by the terminal operator. Payment is made within the next weekly payment run.
3. **ONE TIME PAYMENT:** FORM 295S/295F (for DCFS). This form should be used to request a single, 'one-time' payment. This form should not be used to request payment for routine, reoccurring or repeat services, such as "M"onthly payments.  
**DCFS**-all special needs payments- SNP, SIL, SNC should be paid through **S.A.F.E.**- submitted on a 295F form  
**DSPD**-all special needs payments- SNP should be paid through **USSDS**.

These requests for payments are entered into USSDS by the regional office -- with the exception of the Handwritten Check Request (Form 1051).

### **COMPLETION & APPROVAL OF BILLING FORMS**

The first step in securing a provider's payment for their services is the completion of a billing form. This is done in one of three ways, depending on what is to be paid. This section will detail each of those methods. In addition, the method of approving the submitted billing form(s) will be discussed.

- A. **DHS Form 520A:** The vast majority of payments are made on the DHS 520A form. As discussed in the previous section, these are printed monthly and mailed to providers. In some cases, however, the Form 520 is handwritten or typed by the provider or the worker. **The following data must appear on the form for entry of payment.**

**DISTRICT RETURN ADDRESS** - This information is preprinted on the 520A forms. This is the three-letter code from which the payment request originates.

**PROVIDER NAME** - The name and address of the provider who is submitting the bill.

**PROVIDER ID** - The identification number used by the provider for the IRS (which may or may not be the provider's Social Security Number).

**CLIENT ID** - The nine numeric-digit code assigned to each client. There must be a Client ID for each client.

**CLIENT NAME** - The name of the client. This field is also required.

**ELIGIBILITY** - This two-letter code is a requirement for payment.

**WORKER ID** - This 4-character code is obtained from Screen CP08 (or the corresponding screen, such as SD08) for that particular service.



**START & END DATE** - The day of the month on which the authorization for service was opened and ended.

**SERVICE NEED CODE** - This three-letter code identifies the type of service the provider is billing the client.

**UNITS** - This is a numeric field identifying the number units for which payment is sought.

**KIND** - This is an alpha character field identifying the kind of unit for which payment is sought.

**RATE** - The cost of service(s) for the client.

**BILLED AMOUNT** - The billed amount for service code ABC would be  $\$5.98 \times 26 = \$155.48$ . This should be entered in the "Billed Amount" column.

**SIGNATURE** -Each DHS billing form must be signed and dated by the provider before payment can be entered in USSDS.

- Special note on adoption subsidy (SUB/SAP) and guardianship (GAR) monthly payments. When an initial SUB/SAP or GAR is set up a handwritten billing form (520) is needed to process the first months payment. The provider signature is not required on the 520 because the provider has signed an agreement with DCFS for direct payments. In this case on the provider signature line on the 520 form in the provider signature area write "provider signature on file"

THIS SIGNATURE EXCEPTION IS ONLY FOR THE SUB/SAP GAR PAYMENTS AND ONLY FOR THE FIRST MONTHS PAYMENT.

All of the items listed above are preprinted automatically on the DHS 520A prior to its being mailed to the provider. **It is the responsibility of the provider to read, confirm, and/or change these items.** It is possible, for instance, that one client on the form may not have been served during all or a portion of the month being billed. Handwritten adjustments on this form must be made. The **Provider** and **caseworker** should clearly indicate which handwritten adjustment goes with which client. **Mark out with a bold, single line any preprinted data, which is not to be paid.**

- B. **DHS Form 520**: The Form 520 is handwritten or typed by the provider or the caseworker. **The following data must appear on the form for entry of payment.**

**DISTRICT RETURN ADDRESS** - This information must be entered on the 520 forms. It is the three-letter code from which the payment request originates.

**PROVIDER NAME** - The name and address of the provider must be entered on the form that is submitting the bill.

**PROVIDER ID** - The identification number used by the provider for the IRS: Social Security Number or Federal Tax Identification Number.

**CLIENT ID** - The High Level Client Index (HLCI) nine numeric-digit code assigned to each client. There must be a Client ID for each client.

**CLIENT NAME** - The Legal name of the client (not the nickname or alias). This field is also required.

**ELIGIBILITY** - This two-letter code is a requirement for payment.

**WORKER ID** - The caseworker's 4-character ID.

**START & END DATE** - The day of the month on which the authorization for service was opened and ended. (DDMMYY to DDMMYY)  
Such as 01Jul00-31Jul03

**SERVICE NEEDS CODE** - This three-letter code identifies the type of service the provider is billing for the client.

**UNITS** - A numeric field identifying the number of units for approved payments.

**KIND** - An alpha character field identifying the kind of unit.

**RATE** - The amount per unit specified for service type for the client.

Once each DHS 520A or Form 520 has been completed, signed, and dated by the provider, it is mailed or carried to the Regional Office.

If a handwritten Form 520 is involved, all items are completed by either the provider or the caseworker. As before, original signatures and dates of the provider and the caseworker must be on the form before entry into USSDS.

**The following is the definition of “AUTHORIZING WORKER SIGNATURE “ As outlined by The Office Of Fiscal Operations, for “Review and approval (certification) of service payments processed through the UNIFIED SOCIAL SERVICES DELIVERY SYSTEM (USSDS).**

The principal worker (caseworker) assigned to each individual Department client must review and approve the billing for services provided to their respective clients prior to the processing actual payment. The caseworkers signature is certification that the services are billed at the appropriate rate and that, to the best of the caseworkers knowledge, the services were fully provided.

Back-up payment certification (for instances when the principal caseworker is not available) should only occur rarely. The individual best able to review and approve the billing for the principal caseworker, such as the caseworker’s supervisor, should perform the back-up payment certification.

Effective controls over provider payments are the responsibility of each Division. Divisions may implement controls in addition to these procedures. Each Division is responsible to ensure that individuals certifying payments cannot also set up providers or approve rates and service codes in USSDS.

**Receipts for purchases are required and should accompany request for payment from provider. These receipts should be filed in the appropriate client file. Please note all purchasing policies should be followed for example: bids if over pre-approved dollar amount or sole source letter.**

- C. **FORM 1032B: COST OF SERVICE BILLING FORM** - This form is never preprinted. They must be completed by hand by either the provider or the worker. **The following items must be shown:**

**PROVIDER ID** - The proper nine (sometimes ten) numeric (with one alpha) field must be completed.

**PROVIDER NAME** - The Legal/Corporate name of the provider.

**DISTRICT OFFICE** -The three alpha character letter of the Regional Office.

**DETAILS OF ACTUAL COSTS** – This field must be completed with detailed explanation of costs being billed.

**AUTHORIZING WORKER SIGNATURE & DATE**- It is required. The form must be signed and dated by the caseworker.

(See above for detailed definition of “Authorizing Worker”)

**PROVIDER SIGNATURE & DATE** - The 1032 form cannot be processed unless it is signed and dated by the provider.

**SERVICE CODE** - A three-character code for the service being paid.

**KIND OF UNIT** - A one-character code for "KIND" must be entered.

**PAYMENT START/END DATE** - This is the date on which billing begins and ends for the service being billed.

**UNITS** - The number of units being billed must be entered.

**RATE** -The State established rate per unit for service code. View AD03 (service code table display) for service code rate(s).

**PAY AMOUNT** - The amount being billed on form.

**CONTRACT NUMBER** – This is a required field. All contracted services require a contract number.

**BUDGET DISTRICT** - This is a three-character field, which identifies the office location.

**ELIGIBILITY** - This is a two-alpha character field used to determine which funding source will be used to pay for the service. This code must be accurate.

**WORKER NUMBER** - A four-character alpha/numeric designation of the worker completing the form must be entered

**BUDGET SOURCE** - This one-alpha character code is entered by the worker. The valid codes for Budget Source are found in the upper right corner of Form 1032.

**TERMINAL OPERATOR'S INITIALS & DATE** - Once entry of the data into USSDS is complete, the terminal operator is **required** to initial and date this form.

**TOTAL AMOUNT AUTHORIZED IN THIS BILL** - The total amount to be paid equals the 'Pay Amount' field.

- D. **FORM 295S/295F** : These forms are used for **ONE-TIME PAYMENTS** only (e.g., Special Needs payments). The form is submitted with all other billing forms to the Bureau of Finance after the data for payment have been entered into USSDS. One Time payments must be (1) for a client who has a unique ID number and who has established eligibility for the time span of the payment and (2) the provider must have been approved to receive payments during the same period. Only one client, one service and one provider are processed on each form. Some one-time payments require Prior Approval. When Prior Approval has been given, the provider can render or obtain the service, and subsequently submit the bill.

**The data, which must be completed in its entirety on this form, are:**

**DATE** - Use the current date this form is being rendered.

**PROVIDER ID**- A nine or ten numeric field that identifies the provider who is submitting for payment.

**PROVIDER NAME** - The Legal name of the provider.

**CLIENT ID/ Client Name** -A nine numeric identification field. If the payment is to be allocated to more than one specific client, each Client ID and Client Name must be completed.

**EXPLAIN REASON FOR REQUEST** - A detailed explanation for the requested one-time payment must be completed.

**PROVIDER SIGNATURE AND DATE** - Before payment can be made, the worker and the terminal operator should confirm that the Provider has signed and dated this request.

**AUTHORIZING WORKER SIGNATURE** - It is required. The form must be signed and dated by the caseworker.

(See above for detailed definition of “Authorizing Worker”)

**AUTHORIZED NEEDS APPROVAL** - The signature, title, and date of the supervisor is required. Receipts must accompany the billing form, from the provider for the client's purchases. The receipts should show the date, the item purchased, and the cost clearly marked. **The receipts are attached to a copy of the signed billing form and need to be retained in the region office provider payroll file.**

**SERVICE CODE** - The three-character code for a valid service (See screen AD03, for valid codes.)

**KIND OF UNIT** - A one-character code indicating the kind of unit for a particular service code.

**PAYMENT START DATE/PAYMENT END DATE** - This is the date on which services being billed began and ended.

**UNITS**- The number of units being billed by the provider.

**RATE** - The approved cost per unit of the service being billed.

**PAY AMOUNT** - The total amount approved for payment by the worker.  
(rate X unit = payment amount).

**CONTRACT NUMBER** -This six character field is required for those services whose contracts reside at the State level.

**BUDGET DISTRICT** - This 3-character code identifies the Regional Office. There are exceptions. MR1 for DSPD- State Office.

**ELIGIBILITY** - This is a two-alpha character field used to determine which funding source will be used to pay for the service. This code must be accurate.

**WORKER NUMBER** - A four-alpha/numeric field assigned to the worker.

**BUDGET SOURCE** - A single alpha code that indicates which location office that will be charged.

**TERMINAL OPERATOR'S INITIALS & DATE** - Once the payment has been entered, the terminal operator is **required to initial and date** the form.

**TOTAL AMOUNT AUTHORIZED IN THIS BILL** - The total should be the same as the amount to be paid (unit X rate = payment amount).

## Example of PP02

## Example PP03

## ENTRY OF BILLING DATA INTO USSDS

### A. Use of Screen PP02.

Prior to this section there are illustrations of the first of two **PP02** screens and the **PP03** screen. The **PP02** screen is the one into which almost all billings are entered, in particular the Form 520's.

Forms 1032 and 295S are entered into screen **PP03**, described below.

You must type the **Provider-ID** and the **District** (region) into this screen, at a minimum. If you know the client's last name, you may also enter this. Pressing **ENTER** will bring you to the data entry screen. **BE VERY CAREFUL AT THIS POINT.** There are possibly many screens, alphabetized by Client-ID in PP02. By pressing **ENTER** you can page through the screens. Each screen is an eligible payment "waiting" to be authorized by a worker in the District you typed. **Before you authorize a payment, be**

sure you have the correct **Client-ID, Service Code, Kind, and appropriate dollar amount approved by the caseworker.**

In order to authorize a payment using this screen, follow the directions given below. You will note that a considerable amount of data is presented, including the following:

**PROVIDER ID** - No explanation needed.

**CLIENT NAME** - No explanation needed. This is not a mandatory field, however, if it is not completed, all eligible billings for the designated **DISTRICT** will appear.

**DISTRICT** - This three-letter designation is critical in the first screen for obtaining the correct group of billings among the many.

Once these three fields have been completed and you press **ENTER**, the data screen should appear. If you do not enter a Client Name, all eligible billings for the entered District will appear in alphabetical order. Under any circumstance, be sure the data for the billing you wish to authorize is on the screen. If not, press ENTER and the next (in alphabetical sequence of last name) will appear. Continue until the entry you wish is on the screen. It is possible that one client will have multiple payments showing as eligible in this screen. There could be the same or different services, and there could also be the same service with different kinds. Finally, the same client could have the same service and kind for different periods of time; e.g., two separate months.

In order to authorize a payment, you must complete certain fields on this screen. They are as follows:

**START-DATE** - This is the date, which this service you are paying started for the pay period you are entering.

**END-DATE** - This is the date, which this service you are paying ended for the pay period you are entering.

**UNITS** - The number of units you are authorizing for this payment go in this field. The number of units must not exceed the number of units allowed within the pay period (defined by START-DATE and END-DATE you entered). For instance, if the **KIND** is "Monthly", you may have only 1 unit. (In addition, for "Monthly" kind, the **START-DATE** must be the first day of the month and the **END-DATE** must be the last day of the month.) For "Daily" kind, the number of units must not exceed the number of days in the month or the number of days authorized, whichever is smaller.

**AMOUNT** - To complete this field, the number of units you are authorizing should be multiplied by the unit rate. This product is entered into this field. For example, if 4 units are authorized and the unit rate is \$27.52/unit, the **AMOUNT** is \$110.08. If, on the other hand, the unit rate were \$25.00, the amount you enter would be \$100.00. (You must enter the decimal point, even if the amount contains no cents.)

B. **EDITS ON SCREEN PP02** - Each time the worker enters a piece of data, the system will edit it against pre-existing data. For instance, if the dates requested are "01JAN98" through "31JAN98", and the contract for this payment began on 15JAN98, the system will reject this payment and a message will appear at the top of the screen after **ENTER** has been pressed. All fields you must complete are edited in this manner. If 15 Daily units have been authorized for a month, and a request is made for 16, the system will "edit" this out and prevent your making the request for payment.

**OVERRIDES**-These are special fields and should be used sparingly. There are a number of reasons why you might want to pay the provider more than the amount allowed by USSDS. **ALL PAYMENTS THAT ARE PAID BY OVERRIDE CODES, 'U', MUST (NOT OPTIONAL) BE SIGNED OFF BY THE CASEWORKER AND THE CASEWORKER SUPERVISOR.**

1. **"U" or Unit Override code**- this is used if you needed to pay for **more** than the allowed number of units within the specified service period. **Ideally**, if the clients' number of units in USSDS is not correct, correcting the units on the client is preferable than using the override.

2. **“Z” or Rate x Units Override code-** this edit was put in place to correct the mathematical errors that were affecting the reimbursement DHS receives from Medicaid. If there is a situation where a provider is billing less than the rate on the client auth you would use this override. When this override code is used the payment line created is rolled into a “holding screen” (the payment line will not show up on the PP05 screen) to get the payment line to roll over to a pending payment line (will be on the PP05 screen) E-mail the USSDS helpdesk and ask for approval on the override. Please include in the email the provider name and ID number the client name and the reason you are using the override code.

- C. **SIGNING OFF ON BILLING FORMS-** After entry of all items from the billing forms (s), the terminal operator must initial and date each billing form (making sure that the provider and caseworker has signed off on it).
- D. **ERRORS IN ENTRY** - If the terminal operator realizes a mistake in payment entry that has been made on **PP02**, certain changes may be made on Screen **PP08**.

The following is an illustration for the **PP08** screen:

**PROVIDER ID** - In order to make a correction, enter the PROVIDER ID for the payment you wish to correct.

**CLIENT NAME** - Type the LAST NAME of the client for whom you wish to make a correction for payment request. It is not necessary to complete this field. If you type nothing in this field, a series of screens of authorized payments will appear, one after the other, arranged alphabetically. You may continue to press ENTER to move through these screens until you reach the one you wish to correct, or at any time type the client's last name and press ENTER.

**DISTRICT** - Type the 3-character code for your Regional Office in this space.

The above three data elements are used to enter the actual correction screen, **PP08**. With this screen you can make corrections in all fields you used to authorize the payment, except the **OVERRIDE** field. In other words, if an **OVERRIDE** is used, you may not change the override code. The fields available for use are:

**UNITS** - You may change the number of units you are requesting, but not to a number greater than normally allowed during authorization. For instance, if the client has been set up for 23 Daily units per month, and the authorization is only 20, using screen **PP02**, you may go to screen **PP08** and change that

number to 18 if you wish. Note that changes may not be made after the checks have been run, starting Wednesday evenings at 5:00 pm.

**START-DATE** - You may change the **START-DATE** to a date, which would normally be allowed by the computer system. Any date used which is beyond the limits of the contract, or the authorization of the client for that service, will be prevented, edited out.

**END-DATE** - You may change the **END-DATE** for a requested payment, just as you may change the **START-DATE**.

**PAY AMOUNT** - You may change the **PAY AMOUNT** on this screen. However, as in the above fields, you may not make a change, which would be prohibited in Screen **PP02**.

In addition to making corrections in the above fields, you may delete the entire payment request. This is done by selecting your "tab key" to the **DELETE PAYMENT** field, and typing a "D". Then press **ENTER**. This will delete the payment request, and it will appear again on **PP02** as a payment, which you may wish to make. This is a very common correction. After deleting the pending payment request, a worker normally enters the payment request again using Screen **PP02**, changing the point which was previously made in error. There may be times, of course, when you wish to delete a payment without replacing the payment. This, too, can be done.

- E. **ONE 520A/520 USED MORE THAN ONE WEEK** - Should a 520A/520 arrive from a provider with, let us say, 6 requested payments, each for a different client, and only 5 of those clients are presently eligible for payments, enter the five payments on Screen **PP02** and mark them with a highlighting pen. Date these 5 payments also. Adjust the amount of money requested on this 520 so that the 6th, ineligible payment, is not included and mail the original copy to the Bureau of Finance with the other documents for the week. These five payments will be made to the provider.

The following week the 6th client is made eligible and should now be paid. You have one of the copies of the 520 billing. Make a duplicate of it, mark the one payment to be paid with a high lighter pen, mark a single line through the other five payments which have been paid, adjust the amount of money requested to reflect the 6th client, and enter this request into Screen **PP02**. Mail the highlighted copy to the Bureau of Finance along with the other documents, as you normally would for that specified payment week.

It is important that you mark the payroll date of the original five clients on the copy you submit at this point containing the 6th client to be paid. In that way, the Bureau of Finance can easily find the original and relate the later payment to it.

- F. **Use of Screen PP03** - Screen **PP03** is used for the entry of authorized payments, which are "COST OF SERVICE" payments (billing form 1032) or "ONE TIME" payments (billing form 295). An image of this screen is given below. We will discuss each of the entry elements, which must be made below the screen.

**ENTER 'ONE' IF ONE TIME OR 'SVC' IF COST OF SERVICE**

To enter one-time payments made to a provider on behalf of a specific client, or to enter cost of service payments made to a provider on behalf of clients, in general, without being specific. You must be sure of your choice in advance.

1. **ONE TIME PAYMENTS** - These can only be made from Form 295S. Type the word **ONE** in the field indicated. **CLIENT ID** - Client-ID must be included for "ONE TIME" payments in order to link the payment to the client. This also means that if several clients are to be paid to the same provider, entry of data in this screen will have to occur a number of times, once for each client.

**DCFS-One Time Payments will need to be entered in SAFE**

2. **COST OF SERVICE PAYMENTS** - These can only be made from Form 1032. Type the abbreviation **SVC** in the field indicated. **No CLIENT-ID** is required if



"COST OF SERVICE" is being paid. **PROVIDER ID** - Type the 9- or 10-character code for Provider-ID in this field for all cases.

**SERVICE** - In all cases, the three-character code for Service must be typed in this field.

**KIND** - You must type the one-character code for Kind in this field.

**PAYMENT STARTDATE** - This is the date this service for which you are authorizing payment began.

**PAYMENT ENDDATE** - This is the date this service for which you are authorizing payment ended.

**BILLED UNITS** - This is the number of units of this service, which you are authorizing.

**RATE** - This is the unit cost of this service. For instance, the unit (kind) is "hour", the RATE is \$5.00/hour.

**PAYMENT AMOUNT** - This should be the product of BILLED UNITS X RATE. If 10 units were billed and the rate is \$5.00, the PAYMENT AMOUNT is 10 X 5.00 = \$50.00.

**CONTRACT NUMBER** - A 6-character contract number will be entered in this field. If the service code type found in the AD03 screen is listed as 'N' for no contract, a contract number is not required.

**BUDGET DIST-OFF** - This is the 3-character code for the budget district from which the funds to make this payment will be taken.

**ELIGIBILITY** - This is a two-character code, which every client must have. It determines the budget account from which the funds for payment will be drawn.

**WORKER ID** - This is the 4-character code unique to the worker who is authorizing the payment.

**BUDGET SOURCE** - This is the one-character code indicating the Division, Bureau, etc., from which the funds will be taken to pay this bill. For instance, if a bill is for a service whose policy is set by the Division of Child and Family Services, the code will be "F"; by DSPD, "M"; etc.

Once all the fields have been completed, you must press **ENTER**.

**PP08 screen**-The pending payment is then created. You can make changes in the highlighted fields in Screen **PP08**, just as you could for pending payments registered in screen **PP02**.

If you **delete** a payment from the **PP08** screen that has a contract number tied to it, you **must** E-mail the USSDS Help Desk to 'unencumber' the amount that has been deleted. The E-mail must have the following elements:

**Provider ID#**  
**Service Code**  
**Contract #**  
**Dollar Amount \$\$**

The documents used for entry into this screen should be arranged by order of Provider-ID with all other billing documents and sent to the Bureau of Finance after balancing has been done (see below) and before the check run, beginning about **5:00 P.M.**, every Wednesday night.

There are times when you might need to enter a One Time payment on Screen **PP03** from a Form 520, rather than use Screen **PP02**. This will be particularly useful for payments to be made to closed cases when USSDS, as designed, will not allow a regular entry on **PP02**. Consultation with the USSDS Help Desk in the Bureau of Finance will be needed prior to one of these entries.

**Note: Now that the DSPD 520A billing forms run on the 20th of each month, Providers CANNOT send in the original document requesting payment for the 1st - 15th of each month and then use a Handwritten 520 form requesting payment for the 16th to the end of that month.**

**SUBMISSION OF BILLING FORMS** - After entry of all items from the billing form(s), the terminal operator must initial and date the billing form (making sure that the Provider and Caseworker has signed it). **Checks and Balances:** checking is done by the terminal operator; **balancing is done someone other than the terminal operator.** The original (white copy) is sent to the Bureau of Finance (State Office) on a weekly basis. A reproduction of the 520A/520 may be submitted, but it must have an original signature on it.

### **BALANCING THE PAYROLL REGIONAL OFFICE ACTIVITY**

After all authorizations for payment have been entered into the USSDS, and before the weekly check run on Wednesday evenings, each Regional Office is responsible for balancing its own payroll. This means, that the entries made into the system on Screens **PP02** and **PP03** are identical to the documents (Forms 520A, 520, 1032 and 295S), which are being sent to the Bureau of Finance.

**\*Please note DCFS region payment people, your payment cutoff is Tuesday nights at 5, which leaves you Wednesday to balance and resolve any payment problems.**

#### **A. ACCOMPLISHING BALANCING**

1. Print off district payroll summary screen(s) from **PP04**.

**Checks and Balances:** The person doing the balancing in each district office may not be the same person who has entered the pending payments on screens PP02 and PP03. 'The balancer', a second person, must be responsible for this activity, unless otherwise approved by the USSDS Help Desk.

Screen **PP05** is an excellent tool, which will show the Payroll Balance Detail by Provider-ID (It will list all payments entered for that one specific provider).

2. Begin by arranging all documents (Forms 520A, 520, 1032 and 295S) entered during this week in numerical order by Provider-ID.
3. If there is a provider, which has more than one sheet of documents; e.g., 3 pages of 520A/520's, then a grand total of money from all three pages should be calculated on a calculator. The summary print out (calculator tape) should be stapled to the district's copy, of the 520A/520's in the upper left-hand corner, of the forms. It is required that these calculator tapes be kept with the districts' copy of that week's provider payroll.
4. Print **two PP04** balance screens. A calculator tape summing all the billing forms totals for the specific week will need to be stapled to the districts' copy of the **PP04** and retained in the district Office, as a separate file, for three fiscal years.

The second **PP04** screen should be balanced against all documents that were entered that week by someone other than the terminal operator. Appearing below is an example of the **PP04** screen:

- B. **USE OF PP04** - For all district offices which perform their own checks and balancing independent of your parent office (and this is most of them), you must enter the two-character code for **REGION** and the one-character code for **OFFICE** on the entry **PP04** screen. In other words, Provo DCFS would type "**WP**" in the **REGION** field and "**C**" in the **Office** field and press **ENTER** and the actual Payroll Balance Summary screen will appear. When printing **PP04** always use your three-character code. If you enter in the two-letter district code, instead of the three-district code, you may come up with one or more districts listed on the summary page.

USSDS **PP04**    PAYROLL BALANCE SUMMARY                      **12/31/01 1601453**  
 ENTER REGION **WA** & OFFICE **C**  
 GO TO NEXT    SCREEN CLIENT                      PROVIDER                      REFERRAL

MORE

USSDS PP04 PAYROLL BALANCE SUMMARY - FOR REGION **WA C** 12/31/01 1605342

PROVIDER-ID	NUMBER OF PAYMENTS	AMOUNT
<b>529177668</b>	<b>1</b>	<b>210.00</b>
<b>870285565</b>	<b>1</b>	<b>48184.34</b>
<b>REGION TOTAL</b>		<b>48394.34</b>

**After this data is entered and ENTER is pressed, the "PAYROLL BALANCE SUMMARY - FOR REGION "WAC" will appear. It contains the following fields:**

**PROVIDER-ID** - This column will list all of the providers pending payments. Each Provider-ID will receive a check. For instance, if Provider-ID "123456789A" has payment requests entered, a check will be printed for it. However, if Provider-ID "123456789B" has payment requests entered, they will receive a separate check. Both Provider-ID's represent the same corporate; private or non-profit entity, but at least two contracts or letters of agreement have been written between the provider and the Department, resulting with two separate Alpha's at the end of the Provider-ID number.

The Provider-ID's are arranged on this screen in ascending order, with the lowest number at the top.

**NUMBER OF PAYMENTS** - This gives the number of payments individually authorized for this Provider-ID.

**AMOUNT** - For each Provider-ID there should be an "AMOUNT". This is the amount of the check, which will be printed.

**REGION TOTAL** - For the Region code, a Total Amount will be printed at the bottom of screen PP04 for payments entered. This total should equal the total of the amounts from all documents--Forms 520A, 520, 1032 and 295S--which were entered into the system.

The actual balancing process will be somewhat different in each district office. However, it requires a terminal operator or their backup to enter the requests for payment on screen **PP02** or **PP03**. When this is completed for the week (remembering that printing of checks will occur from the Pending Payments file--screen **PP08**), a person different from the terminal operator will balance. Once the **PP04** (balance summary sheet) is printed the **PP04** (balance summary sheet) is now reconciled to the total obtained by adding all of the document and forms. **Both the "balancer" and the payment entry technician should initial or sign the total on the print out of PP04.** Once these two numbers are equal, the group of documents is placed in an envelope with the print out of on top followed by the PP04 and and mailed to the Bureau of Finance.

**NOTE: Do not include any paper clips. Use staples, instead.**

In very small offices, where there are few personnel, it is possible that the entry and balancing may be done by the same person. However, that is allowed only after written request and upon receipt of written permission from the Director of the Bureau of Finance.

**MAILING AND INPUT:** In most offices, a terminal operator will enter the data from the billing forms into USSDS. This is usually done on screen **PP02/PP03** (see section on PP02/PP03). The USSDS checks are printed each week on Wednesdays, beginning at 5:00 p.m. The terminal operator must have ALL payments Entered and their Summary Balancing completed by 5:00 P.M. The Billing forms should reach the terminal operator no later than Tuesday allowing enough time to complete entries by NOON each Wednesday. Balancing and adjustments should be completed by 3:00 p.m. each Wednesday. Entering payments outside the specified time frame can be made with prior approval from the USSDS Help Desk. **After the terminal operator enters each billing, the terminal operator must initial and date each billing form. These deadlines must be complied at each district office Level and should be communicated to all providers.**

After the Billings have been entered and "**BALANCED**" the original forms (white copy only) and **PP04** are sent to the USSDS Help Desk. They must be arranged in order of **PROVIDER-ID** with the PP04 placed on top of the billing forms.

- **STAPLE TOGETHER IN MIDDLE OF LANDSCAPED PP04 PRINTOUT; SEE EXAMPLE**

Region VEC	Provider ID#	Date	# pymts	Payroll Date	dmmyy	\$ amount	Region Code
	123456789		2			\$\$. \$\$	
	123456799		1			\$\$\$\$. \$\$	
			Total			\$\$\$\$. \$\$	

STAPLE ⇄ ]

Should a billing form arrive from a provider with multiple clients but not all clients are to be paid, the terminal operator needs to make a copy and on the original, **mark out with a bold, single line any data, which is not to be paid.** When the remaining data is to be paid, a copy of the original billing should be submitted identifying those clients who are being paid. All highlighted billing **copies need to indicate when the original was submitted/paid.** Both situations, the "Billed Amount" and totals will need to be adjusted to balance total before being forwarded to the Bureau of Finance/USSDS Help Desk.

#### A. **SUBMISSION OF BILLING DOCUMENTS**

**TIMING** - All the original (white) billing documents (except where copies are noted above), are arranged in numeric order of Provider-Id. The terminal operator initials and dates each billing form after entry in USSDS. **BALANCING**—the PP04 is printed off and is balanced by someone other than the terminal operator (unless otherwise approved). The PP04 is signed and dated by the individual who does the 'balancing'. The **PP04** is placed on top of the billing forms. These are then submitted to the Bureau of Finance.

**Please note:**

The provider payroll documents must be received before the following Wednesday.

If a District has not mailed payroll in a timely manner to the USSDS Help Desk, (payrolls will not over lap from one week to another), that District's payroll checks for the next payroll run will not be mailed until the missing payroll is received at the State Office. It should be noted that the payroll week starts Thursday and ends the following Wednesday. It is the responsibility of

each district to assure that the payroll is received NO LATER, than the following Wednesday- the end of that week's payroll.

The normal "check-run" (when checks for providers are printed) is Wednesday night at 5:00 P.M. NO ENTRY FOR PAYMENTS MAY BE ENTERED AFTER 5:00 P.M. ON ANY WEDNESDAY EVENING.

The checks are printed OFF-SITE and delivered to the State Mailroom Thursday morning. We strongly request that documents be to the Bureau of Finance office no later than Friday morning. Once received by the USSDS Help Desk the region's payroll is reconciled.

**IT IS VERY IMPORTANT THAT YOU DO NOT INCLUDE ANY DOCUMENTATION OTHER THAN BILLING DOCUMENTS AND BALANCE SHEETS IN THE PACKET SENT FROM YOUR OFFICE.** If you were to enclose a request for payment history change mixed in the same envelope as the billing documents, there is a high probability that it will be lost. Send such documents under a separate cover.

### **Checks & Balancing**

Checking and Balancing payroll is a separation of duties. The Terminal operator enters the billings in USSDS, initials & dates each form. The "Balancer" checks the **PP04** against the billings forms, signs and dates the **PP04**- signing off that everything checks out and balances to what the **PP04** states. It is perfectly acceptable for the payment entry technician to double check what they have entered in USSDS and initial the **PP04** before having the "Balancing" done.

## **ERRORS IN DOCUMENTS**

A number of different kinds of errors can occur in making payments. Some of these will be discussed below.

The most common problem is the receipt of billing documents from the Regional Offices to the State Offices.

The State Office deadline for receipt of documents is the Wednesday following the payroll run. However, they should not overlap from week to week with the printing of the checks. If there is a long delay (more than a couple of days) between the time the provider submits the documents, and the time the provider is paid, the Regional Office is likely to begin receiving phone calls from the providers.

1. **NO ORIGINAL SIGNATURES** - The State Office must have on file a billing document containing the original signature of the provider submitting the bill for every payment. It is the responsibility of the Regional Office to obtain the signature of the provider before payment can be made. The payment forms cannot be processed without the original signature of the providers. **FAXED OR COPIED SIGNATURES ARE NOT ORIGINAL SIGNATURES AND WILL NOT BE ACCEPTED ON BILLING FORMS.**

2. **EXCEPTIONS TO ORIGINAL PROVIDER SIGNATURES**

**PROVIDER'S INABILITY TO SIGN** - There are a number of cases in which the provider is unable to sign the billing document. These seem to be restricted to clients served by the Division of Services to Disabled Persons. If the client is also the provider (as in some cases of "self-support"), and the client cannot sign his/her name, rubber stamps have been made for the client and are pressed onto the billing form.

**IN THESE CASES, THE CASE WORKER MUST INITIAL THE STAMPED SIGNATURE OR SIGN.** The letter "X" and/or a fingerprint are also acceptable as provider signature.

**PROFESSIONAL PROVIDER'S STAMPED SIGNATURE** - In some cases, especially where providers are psychologists and psychiatrists, the provider has opted to use a rubber stamp of his/her signature to replace an original signature. This is quite legal, if and only if **THE REGIONAL OFFICE\* RETAINS A "SIGNATURE CARD" SHOWING THE ORIGINAL SIGNATURE OF THE PROVIDER AS WELL AS THE STAMPED SIGNATURE.** This card must be dated

and must be renewed each year, beginning when the contract or letter of agreement with the provider begins. Failure to retain such a signature card may result in an audit finding with the State Auditors.

**PROVIDERS ELECTRONIC SIGNATURE**-In some cases the provider has opted to submit an electronic billing form, in place of the preprinted billings forms. The provider's Electronic Signature is acceptable, if and only if **THE REGIONAL OFFICE\* RETAINS A "SIGNATURE CARD" SHOWING THE ORIGINAL SIGNATURE OF THE PROVIDER AS WELL AS THE ELECTRONIC SIGNATURE**. This card must be dated and must be renewed each year, beginning when the contract or letter of agreement with the provider begins. Failure to retain such a signature card may result in an audit finding with the State Auditors.

*\*If the provider is serving the Division population on a statewide basis, it is acceptable for the Division office to retain the signature card. In this case the regions would retain a copy of the signature card.*

**3.UNBALANCED CHECK REGISTER OR EXCEPTION REPORT** - There are times when the **PP04** summary balance does not balance with the Balance Report at the State Office. The following steps are taken in the State Office to accomplish balancing at the State level.

1. The "EXCEPTION PAY AMOUNT TOTAL" is subtracted from the total issuance from that office's copy of their **PP04**. This is the "adjusted total" issuance.
2. The State Office will check to see that the "summary balance" on the **PP04**, matches with the total for the Regional Office on the USSDS Balance Report. If the totals do not balance, an e-mail or telephone call will be sent stating a discrepancy between the Balance Report and the **PP04**. Reconciliation of the stated discrepancy should be corrected within 24 hours. An E-mail and/or "Correction of Payment Exception Form" should be submitted to The USSDS Help Desk in the following pay period. **It should be noted that data on screen PP04 is no longer available with the printing of the checks after Wednesday.**

The following elements are found on the **PP10 (weekly payment exceptions)** screen:

**PROVIDER-ID** - the identification number of the provider whose payment request has caused an exception.

**CLIENT-ID** - the identification number of the client whose payment request exceptioned.

**SERVICE** - the three-letter code for the service, which has exceptioned.

**PAY-AMOUNT** - the amount of the check, which was requested but was not printed because of the exception.

**ERROR** - the check /warrant number which is in error as indicated by the exception.

Since one check will be sent to one provider for each Provider-Id, the check number may be identical for a number of exceptions.

**EXCEPTION/EXPLANATION** - There are a number of reasons why the printing of the check caused the creation of an exception. A short message will appear in this column to explain the problem.

It is also the responsibility of the Regional Office to address each of the exceptions appearing on screen **PP10**. Before the next week's payroll, each of the excepted items must either be deleted or the entry must be modified so that the authorization will be accepted in the next week's run.

**EXCEPTION REPORT** - An Exception Report (Report RPP1) is sent to each of the Regional Offices. This is derived from the check run, identifying the error, and why the check could not be issued.

**There are different exception 'errors' that will appear on screen PP10. Listed below are the most common exceptions with an explanation of each one.**

**PAYMENT ALREADY ON PAYMENT HISTORY** - The provider has already been paid for that that service code for that time period (a warrant number is referenced under the "error" column-Payment for this service and kind for this time period and for these number of units has already occurred, and cannot occur again. Check Payment History and look to see if the dates are over lapping with the excepted payment for the same service code. The tech/worker needs to decide if the payment is a duplicate, or if it is a new payment or the dates/month need to be changed.

**NO COMPANION SERVICE FOR PAYMENT** - The provider is not open for a companion service code or the client is not open to that provider for a service code that has companion services tied to it. **Refer to your list of companion services sheet.** Both the client and provider information should be researched. Go into the **PR11** and see if the provider is open for the service. If not, the provider needs to be opened for that service (approval). A number of service codes require a "companion service" before the system will allow payment of them.

**LAST FISCAL YEAR PAYMENT** - USSDS will not accept last Fiscal Year's request for payment. You must contact the Bureau of Finance in order to make this payment.

**INCOMPLETE ACCOUNTING DATA** - This is an error on the part of another agency supplying needed information to the Bureau of Finance. The Bureau fixes the problem if the relevant agency responds.

**BUDGET AMOUNT EXCEEDED** - For each Purchase Service code, the Bureau of Finance must allocate a yearly budget. The various Finance Officers for the relevant agencies (e.g., Divisions, Offices, etc.) tell the Bureau of Finance how much to allocate. Frequently toward the end of the fiscal year, this amount can be over-spent. The USSDS will not print checks when the funds are depleted. The Bureau of Finance is responsible for allocating additional funds if needed PRIOR to the next payroll run.

**ICP or XCP PAYMENT GREATER THAN ALLOWED**-DHS only allows XCP and ICP to equal \$163.00. They cannot pay for XCP for \$36.00 and then pay \$163.00 for ICP. If they paid XCP then they would have to subtract that amount (which cannot be greater than \$36.00) from the \$163.00 for ICP. There is no way to over ride the system.

**MEDICAID BILLING GRID SERVICE CONFLICTS** DCFS & JJS TECHS: When you receive exception errors concerning service conflicts refer to your Medicaid billing grid. Questions, concerning errors, contact the USSDS Help Desk.

**For each exception, which appears, you must complete a "Correction of Payment Exception" sheet (previously known as the "Yellow Sheet").** All exceptions should be corrected from the screen **PP10** before next week's payroll run. If you have simply deleted the exception, mark the "Yellow Sheet" as "delete" and list reason. If you have made a correction, the check should be printed the coming week, the "Yellow Sheet" should indicate what was corrected. If the exception involves a deletion of payment, the Exception form should be filed directly behind the **PP04**. However, if the exception involves incorrect data, in most cases, deletion of payment is necessary (**PP08**). Data must be resubmitted into screen **PP02** or **PP03** and the Exception sheet is then filed in Provider number order.

**USSDS PAYMENTS MANUAL**  
**RETURNED AND LOST CHECKS**

There are several categories of lost and returned checks each will be discussed in this section.

- A. **POST OFFICE RETURNS CHECK** - In our present system, the checks will be printed by laser printer, Check Numbers will be assigned during the printing process and recorded in USSDS and envelopes will be used which contain two windows. The larger, lower window will expose the Provider's mailing address. The upper, left window will show the Regional Office and its address from which the check request originated. Thus, if the Post Office must return a check, it will be sent directly to the Regional Office, rather than going through the State Office first. **Each Regional Office must have a system established to receive the returned checks and take care of them immediately. Ensuring proper accounting and internal control of returned checks. This will require:**

A procedure for "receiving" and "logging" mail-returned provider checks. Each one that is returned must be logged in and the appropriate worker should be notified.

The mailing **address, city, zipcode** and **state** listed in USSDS for the provider, must be verified with the provider. If USSDS contains the wrong address, city, and zipcode or state then it must be corrected A.S.A.P. through their appropriate Region/Finance Office.

The check may then be placed in an envelope, which is correctly addressed and mailed OR the provider may come to the office and pick up the check. If the provider comes into the office for the check, the Regional Office must see a "picture" ID of the person receiving the check, plus some sort of evidence that this person is a representative of the provider to whom the check is addressed.

The log used in each Regional Office must serve as a place for the recipient to sign when receiving the check. This log should be retained in the office for a minimum of three years.

- B. **STALE-DATED CHECKS** – **Fiscal Procedure 03-001.05**

On occasion, a Provider would not redeem a payment check within the **60 allotted days**. When the provider then attempts redemption, the bank will deny it, stating that the check is "**Stale-Dated**". Usually the provider will then contact the Regional Office responsible for that payment and request a replacement. The following steps should be taken to create that replacement.

When the provider requests a replacement the provider should send in the original stale dated check .

The Regional Office worker should print Screen **PP23 (provider payment history)**, highlight the payment being replaced and send it and the stale-dated check to The USSDS Help Desk in Bureau of Finance.

The State Office will verify that the check has been marked as canceled in payment history in the USSDS

The Regional Office worker will then re-process the payment using a **copy of the original 520 marked with the date of the original issuance- on the copy of the payment form please write "to replace stale dated check # \_\_\_\_\_ issued on \_\_\_\_\_" (issue date from payment history)** . This copy MUST BE RESIGNED BY THE CASEWORKER AND SUPERVISOR to signify that the check should be reissued.

**\*\* If the replacement is for last fiscal year, then complete a HCR form (hand written check request) and send it along with all supporting documentation including a new billing form with original provider and worker signatures to The USSDS Help Desk.**

Replacement checks for 'Old Fiscal Year' resulting from a 1051 form must be entered by the USSDS Help Desk into USSDS, with the new check number. **NOTE: The full process may take up to 14 or more days.**

- C. **REFUND OF PAYMENTS**-**Fiscal Procedure 03-001.04**



FULL OR PARTIAL PAYMENT RETURNED BY PROVIDER - On occasion, a provider will receive a payment for a client who has not been given services. The provider has two choices to rectify the situation:

If the entire check was issued for payment of invalid bills, the original-DHS check may be returned to void.

When this is done, the Regional Office worker should stamp the check "VOID" and return the check to the USSDS Help Desk with a Screen print of **PP23** or **PP07 (client payment history)**.

If the provider wishes to repay only a portion of an original issue, they may write a personal check/company check to the regional office from which it was processed (the Regional office is located in the upper left hand corner of DHS issued check):

example: "Utah State Dept. of Human Services/ DSPD"

This reimbursement check should be sent to the Regional Office worker with an explanation of what is being repaid, including which client(s) were ineligible for payment and for what period of time.

The Regional Office worker will need to do the following on reimbursements: If a reimbursement check (usually a personal/company check) is received for over payment (Full or Partial refund) of services from a Provider, the following is the process:

The payment technician will need to code the check with the proper FINET accounting information- (if you do not know how to code the check ask your Budget & Accounting officer).

Make a copy of the check. Print off screen **PP07** or **PP23**, mark it appropriately (highlight or circle paid date) will provide the needed information and is required with this submission.

Send the copy of the check to the USSDS Help Desk to make adjustment in USSDS.  
**DO NOT SEND THE ACTUAL CHECK FOR DEPOSIT TO THE USSDS HELP DESK**  
Deposit check in your Regions Depository account.

The USSDS Help Desk will "Cancel" or adjust the payment(s) in USSDS Payment History.

**D. LOST CHECK** - In some cases, the provider calls the Regional Office explaining that they have never received a payment check. It is possible that it has been lost in the mail, or that it simply has not had enough time to reach the provider. The Regional Office should follow the procedures listed below:

E-mail the USSDS Help Desk to see if the check has been redeemed. If it has not then check with the Regional Business Office to see if the check has been returned by the Postal Service. If it has not been returned, it may be assumed that the check has been lost in the mail if more than five (5) working days have passed since its mailing.

If 5 working days have elapsed since mailing, the Regional Office worker should have the Provider complete a "Lost Check Affidavit and Agreement", Form 510. The Provider shall have it notarized and return it to the Regional Office so the technician can forward to the State Office. A screen print of PP23 or PP07 must be included.

The State Office will do the following:

**Check Not Redeemed** - If the check has not been redeemed, a "Stop Payment" is placed on it after 5 business days have passed, preventing its redemption at any time in the future.

**Check Has Been Redeemed** - If it has been redeemed the USSDS Help Desk will request a 'copy of the cleared check' through the proper channels. This process usually takes 5-7 days and the copy will be sent to the requestor by E-mail to compare with signature on file for that

provider. There are times when a provider has forgotten they have deposited the check and it might be an oversight on the provider's side.

When the State Office determines that a valid "Stop Payment" has been placed on the banks side the USSDS Help Desk will cancel the check. Verification of a canceled check may be determined when a "C" appears on the Payment History screen. If applicable, the Regional Office worker will re-submit a copy of the billing form to re-issue payment. The check will be mailed on the following payroll run, usually the following Thursday.

When the Regional Office re-authorizes the payment the payment tech should include a copy of the original billing form, noting the date of the original billing form was paid. Write on billing form that this is to replace a Lost Check.

Form 1051 (**Hand-written Check Replacement Form**) should be completed and sent to the State Office when the replacement is for the previous fiscal year, or if payment cannot be entered into the PP02/PP03 screen.

**FORGED CHECK** - It is possible that when the provider states that he/she has not received payment as expected after being reported to the State Office that the check has been redeemed. That could mean that the check was redeemed by someone other than the payee, or that the payee has redeemed the check and does not remember it or is overtly attempting fraud.

When the State Office has determined that the check has been redeemed, the following steps must be taken:

The State Office will request a copy of the redeemed check. This will be forwarded to the Regional Office.

The Regional Office must compare the provider signature to what is on file and also request that the provider come into the Regional Office and examine the redeemed check, especially the endorsement signature.

Frequently, at this point, the provider will realize that he/she did redeem the check in question and had only forgotten that they had done so. On occasion the provider will insist that the endorsement signature is not theirs.

If the endorsement is not the providers, the provider can receive a copy of the cleared check and will need to follow up with their Financial Institution or the Financial Institution that redeemed the check, to determination whether or not proper identification was taken. If proper identification was not taken, the Financial Institution will need to reimburse the provider. The provider will need to follow through with the Financial Institution in question, Forged Check' process. It is required that the provider, request from the Financial Institution something in writing on Bank/CU letterhead, explaining what 'they', the Financial Institution, have done to resolve the problem. The regional office will need to keep this as backup documentation in the provider file.

Should any unusual situation arise involving a "returned" or "lost" payment checks to a provider, the Regional Office should contact The USSDS Help Desk.

**PROCEDURES IN USSDS  
FOR  
OVER THE COUNTER CHECKS**

Clients occasionally face situations requiring immediate payment of funds in order to avoid major emergency problems. Answering this need, the USSDS has developed a method for writing checks and giving them to the client or provider (for a client) in the Regional Office. A form has been created requesting these payments, and screens have been inserted into this database, which will allow the posting of payment history to both the client and the provider. Policy involving the issuance of over-the-counter checks will be distributed by each Division involved in this process: ***Aging and Adult Services, Child and Family Services and Services to People with Disabilities.***

**Required form:**

**Form 296:** This is the Over the Counter Check Issuance Request form. One form must be filled out for a client, though several clients can be paid on one check. The following items must be obtained and written onto this form:

Check Number: The checks for over-the-counter issuance are pre-numbered and kept in stock in the Regional Office safe. Each check number must be accounted for. Use them in numerical order

Client ID: The Client ID must be entered for the client receiving the check or the beneficiary of the check if it is issued to a provider.

Client Name: Write the client name in this field.

Provider ID: This 9-10 character number is necessary only if the check is to be made out to a provider instead of the client.

Provider Name: This field must be completed if the check is to be made out to a provider.

Service Code: Only certain codes qualify for use in over the counter check issuance (SNF for DSPD, Special Needs codes and HBN for DCFS, and PIA for Aging and Adult Services). If a different code is used, the computer will reject it.

Kind: Only certain kinds qualify, depending upon the Service Code, for use in the OTC Check system. If a different code is used, the computer will reject it.

Start Date: This date is the start date of the service you are paying for. It is entered into the computer as "DDMMYY" where DD is numeric, MMM is letters, and YY is numeric.

End Date: This date is the end date of the service you are paying for.

Date Paid: This should be the date the check was actually issued to the client or the provider.

Amount Paid: Enter in the amount for the client, which will be included on this check.

Eligibility: Enter in allowable eligibility for this code.

Regional Office: Enter the region/office code.

Units: Enter how many units are to be paid.

Rate: Enter the cost for one (1) unit of service.

Budget District: Enter in the budget district. (DSPD-M, DCFS-F, DAAS-A)

Social Security Number: This must be entered if the check is to be written directly to the client, and not through a provider.

Authorizing Worker Signature: The caseworker must sign and date the request. Only then can a terminal operator enter the data into USSDS.

Provider/Client Signature: If the check is being issued to the client directly, the client must sign and date this field (Provider/Client Signature). If the check is to be made out to a provider, the provider must sign this form.

Authorizing Signatures: Two persons, **independent** of the case worker requesting the check and independent of the Business Office worker typing the check, must sign and date the check for this issuance.

Terminal Operator Initials and Date: These two areas on the form must be completed by the terminal operator at the time the request is entered into the computer.

**Entry into USSDS:**-See Over the counter check procedures above

Screen PP14: This screen is used for entry of data from 296 form to issue an over the counter check. The completed form is to be given to the terminal operator for entry into USSDS. The business office will type the check. The pre-numbered check is taken from the safe, the number written on the form, and the check typed. Immediately, the terminal operator will enter the data from the form into the computer on this screen. Under no conditions should the entry into the computer be delayed.

**Descriptor Screen:** This is the first **PP14** screen that is encountered. The **Client-ID** and the **Check Number** should be typed into the screen; the **Provider-ID** is entered in this screen if, and only if, the check is to be made out to the provider, and not the client. Press **Enter**. **If you get an error message contact the USSDS helpdesk.**

**Data Screen:** The Client Name, Client-ID, Provider-ID, and Provider Name (if the Provider-ID was added on the previous screen) will appear on this screen as will the **Check Number**. If the check is to be made out to the client and there is no Provider-ID, the message "\*\*\*Check Made out To Client\*\*\*" will appear in the space of the Provider Name.

Service: Only specific service codes are available for use in payments over the counter.

If a different Service Code is used an error message will appear. If you have your Regional Director's approval for this code, even if it is not allowed by the system, see the steps below concerning **Overrides**. The Service codes are the following: **Special Needs** and **HBN** for DCFS, **PIA** for DAAS and **SNF** for DSPD.

Kind: The kind must be pre-approved to match the Service Code. If a match is not found, an error message will appear explaining this. To verify kind allowed view the AD03- SERVICE CODE TABLE DISPLAY screen.

Start Date: This should be the Start-Date for this service. Frequently, if amount permits, the Start and End Date are the same. Only one (1) unit is billed, although this is not the rule.

End Date: This should be the End-Date for this service.

Date Paid: This should be the date the check is typed in the Business Office and given to the client/provider. **Any delay in entering the data into the computer can result in a bounced check.**

Amount Paid: This is the amount for which this check is written. Any amount up to and including **\$500.00** may be entered. Follow override conditions for anything over \$500.00.

Units: The number of Units should be typed in this field. For these checks, the number will frequently be one (1), although a larger number may be used.

Rate: The Rate as entered into the system for these codes is the allowable rate per the AD03.

Eligibility: The allowable eligibility code for the client. The system will check to see that the eligibility is one that is allowed for this service. If the eligibility is not allowed an error message will appear at the upper left corner of the screen and the entry will not be accepted by the system.

Regional Office: The appropriate three-character code should be typed in this field.  
An example would be DCFS, Provo office=WPC

Worker-ID: The appropriate four-character code should be typed in this field.

Press **ENTER** when the entire screen has been completed. The payment is now recorded in history and may be viewed in the **CLIENT PAYMENT HISTORY** screens, **PP07** and **PP77**, using the **CLIENT-ID.PROVIDER PAYMENT HISTORY** screens under the provider id number can be viewed: **PP21, PP22, PP23, and PP24.**

Each check issued over the counter will be entered into USSDS prior to handing the check to the client/provider. If the computer system is non-functional during the immediate check process, the worker must enter the data as soon as the system becomes functional. Delaying entry of the Over-the Counter check will result in balance problems in the Bureau of Finance at the State Office.

All funds drawn on over-the-counter checks will be from one account. Balancing is done by the Bureau of Finance. If checks are not entered into USSDS, it is possible that the account will be overdrawn leading to bounced checks that can result in further hardships for the client/provider.

#### Security of Checks

The pre-numbered check stock must be kept in a vault or safe until needed.

All damaged or voided over-the-counter checks need to be sent to the Bureau of Finance.

#### Over-The-Counter Check Log-1

You will need to have a log for over the counter checks. At the close of business on Wednesday evenings, the Business Office should determine the number of the last check issued and place that on the log. The number of the first check issued the previous Thursday should also appear on the log. **This log must be retained in the Regional Office.**

#### Over-The-Counter Check Log-2

This log of checks issued for that payroll period should be put on top of your provider payroll after the PP04 balance summary screen. Once received at the State Office, verification that the checks listed on that log have been entered in USSDS is done.

**Form 296 Retention:** All copies of Form 296 are to be retained in the Regional Office. One copy in the client or provider file and one copy in the Business Office. These forms should be retained by the Regional Office for a minimum of three previous fiscal years plus current fiscal years in order to comply with federal audit requirements.

#### **Override Conditions with Prior Approval from USSDS Help Desk:**

If there is a situation where it is warranted to issue an over-the-counter check for an amount greater than \$500.00 and/or for another service other than those that qualify for use in over-the-counter issuance (SNF, Special Needs, HBN, PIA). The worker will submit written justification on Region Letterhead for the dollar amount needed. The worker, supervisor and the Regional Director (or the designee) should sign the justification letter. The Form 296 should also be signed in the space(s) provided by the worker, supervisor and Region Director (or the designee). The phone number of the worker making the request should also be written on the 296.

Fax the 296 and letter of justification to the USSDS Help Desk (801) 538-4291 then send the originals to the address below.

Bureau of Finance approval is required prior to issuing an override check. The Bureau of Finance will enter the request as soon as it is received.

Attn: USSDS Help Desk  
Dept. of Human Services, Bureau of Finance  
120 North 200 West  
Salt Lake City, UT 84103

The Bureau of Finance will retain original white copy of Form 296, for the required retention time. The remaining copy should be retained in the Regional Office as that office deems appropriate, but in a manner in which it can be easily obtained for audit purposes.

#### Payment History

All payments entered into the USSDS will be recorded in the payment history of the screens PP07 or PP77. A viewer may be able to tell that a payment was made over the counter by the check number, which begins with the number '7'. The payment recorded in history and may be viewed in the **CLIENT PAYMENT HISTORY** screens, **PP07** and **PP77**, using the **CLIENT-ID. PROVIDER PAYMENT HISTORY** screens under the provider id Number can be viewed: **PP21, PP22, PP23, and PP24.**

### **REQUEST FOR HANDWRITTEN CHECKS**

Hand-written checks are checks issued from the State Office level to the providers for specific situations, i.e.: old year payments [stale & misc.] etc. (For information on emergency checks written to clients, see Issuing over-the-counter Checks). There are a number of situations when "Handwritten" checks may be requested by the Regional Office Worker. The provider may not request such a check--only the Regional Office Worker. Below are situations, which allow a "hand-write" request. In all situations, the worker should use FORM 1051.

"Handwrites" are not really hand-written. They are simply issued by the Bureau of Finance. The actual issuance process in the Bureau of Finance requires around one to five days. However, certain regulations may require a longer waiting period (see below).

All "Handwrites" must be approved by the worker in the Regional Office, The USSDS Help Desk, and by the DHS/Finance Director.

If the "Handwrite" is meant to pay a bill from the previous fiscal year, funds must be taken from the present fiscal year, if the request is approved. Once fiscal year "books" have been closed, no more payments may be charged to that year.

**The following is a list of situations when a Form 1051 should be used:**

1. Accompanying all "stale-dated" checks returned to the State Office (previous fiscal year payment).
2. Accompanying all "partially destroyed" checks returned to the State Office (previous fiscal year payment).
3. Accompanying all Lost Check Affidavits sent to the State Office, if in fact, the provider should have received the original check (previous fiscal year payment).
4. Used as the original request for payment of a previous fiscal year's bill.
5. Used as the original request for payment of unusual billings which cannot be requested through the usual methods (PP02 and PP03) in USSDS, e.g., repayment of provider fee.

### **COMPLETING FORM 1051:**

**PART A:** All of this part of the form must be completed. It is important that the reason be given in complete narrative, especially for requests that are not simple replacements. This part will be examined closely by the Director of the Bureau of Finance.

Consumer information must be completed when the request is for replacements or billings, which relate to previous "one time" payments or those, which would normally have been paid from a Provider Billing form.

It is equally important that a TOTAL AMOUNT be written at the bottom of the "AMOUNT" section of this form.

**PART B:** The USSDS Help Desk in the Bureau of Finance will complete this part. After The USSDS Help Desk completes this section, the form is approved by the Director of Finance. If the request is rejected, the relevant administrator will complete the lower portion of this request form.

### **TIME REQUIRED TO PROCESS REQUEST FOR "HANDWRITE":**

1. Stale-dated or Partially Destroyed Checks - These can usually be available within a few days after the State Office receives the request. They will be mailed directly to the provider.

2. Lost Check Replacements – A Check Loss Affidavit and Agreement form (CLAA) cannot be processed until the USSDS helpdesk receives the original signed and notarized CLAA form. Requests from a copy or FAX cannot be honored.
3. Payment for Last Fiscal Year - These requests can frequently be honored within one to five days, depending on required documentation. Again, they will be mailed directly to the Provider.

### **ADJUSTING PAYMENT HISTORY:**

The State Office will place a "CANCEL" beside each payment that was stale-dated, partially destroyed, lost or forged. If these payments are replaced through "Handwrites" the Payment History must be adjusted. The State Office will enter the replacement or new issuance through "handwrites" into the Payment History, showing the date of the new issuance, and new Check Number, and any other appropriate data.

### **USE OF PAYMENT HISTORIES**

There are two kinds of Payment History in the USSDS. One is displayed by CLIENT-ID while the other is displayed by PROVIDER-ID. Each of these can be viewed in different ways.

**BY CLIENT-ID:** The worker may examine Payment History as displayed for any client using CLIENT-ID as a key to the history. Below is one of the two screens for entry into the Client Payment History:

This screen will display Payment History by CLIENT-ID by SERVICE-DATE. The alternatives are:

**DATE FORMAT** - Dates typed into Screen, PP07 (and PP77) are numeric-- "YYMMDD". In other words, if the date you wish to enter were May 1, 1998, you would type 980501.

**CURRENT FISCAL YEAR** - Type only the CLIENT-ID into the labeled field and press ENTER. The history displayed will be the current fiscal year. For instance, if it is May 1, 1998, the history will be for services provided since July 1, 1997 to present. However, if today is September 12, 1998, the history displayed will be for July and August 1998 services, only. The screen is likely to have very few items on it, since few, if any, services for August will have been paid by Sept. 1 of the same year.

**FOR SERVICES PROVIDED DURING SPECIFIC TIME** - Screen PP07 allows you to place "START-DATE" and "END-DATE" on the entry screen, after the CLIENT-ID. The history screen will then display those payments made in behalf of that client for services provided only during the time period specified.

If you use only the "START-DATE", the history screen will display payments made for services beginning at the START-DATE and continuing to the most recent time.

**FOR ENTIRE PAYMENT HISTORY** - The USSDS maintains history for all previous years. If you wish to see all that is available in the system, type a date from a previous year(s) in the "START-DATE" field and press ENTER. All past history will be displayed, beginning with the oldest service date.

**SCREEN PP77** - This screen will display a payment history for client by PAID- DATE (rather than Service Date). It functions in exactly the same manner as PP07 in Date Format, displaying Current Fiscal Year (see above).

**BY PROVIDER-ID:** The Payment History may be examined by Provider. In other words, you may see what a Provider has been paid, and for whom and when, as you can for the client. You may also select Provider payments by SERVICE CODE or by CONTRACT NUMBER (if there is a contract number), if you wish. There are four Provider Payment History screens.

**SCREEN PP21** - This screen will display a payment history for a client by SERVICE-DATE (not Paid-Date). You must always first type the PROVIDER-ID in the field indicated. Contract data may also be attained by inputting the contract number. The following conditions apply to this (and other) screens:

**DATE FORMAT** - Dates typed into Screens, PP21, PP22, PP23 and PP24 are numeric--"YYMMDD". In other words, if the date you wish to enter is May 1, 1998, you would type 980501.

**CURRENT FISCAL YEAR** - If today's date is May 1, 1998, and you enter no dates in the designated fields, the payment history for the provider will be displayed for PAID-DATES beginning July 1, 1997, through the current date. After you have completed typing, press ENTER and the history will be displayed.

**FOR SERVICES PAID DURING SPECIFIC TIMES** - If you know the date of payment for a provider, you may enter those parameters on to the PP23 screen. In other words, if you know or suspect, that a check you are tracing was issued on March 23, 1997, you may enter "970323" in both fields and press enter. The history of payments made to that provider on that date will be displayed and will show which services were reimbursed and for which clients.

If you use only the START-DATE with no end date, see the above item regarding the PP07 screen.

**SCREEN PP22** - This screen functions identically to PP21 except that you may use the SERVICE-CODE if you wish. If you do type a Service Code into the field, the Provider History displayed will be limited to that one Service Code. The date parameters on this screen behave as they did for PP21, displaying "SERVICE DATE" history.

**SCREEN PP23** - This screen functions identically to PP21, except the date parameters refer to "PAID DATE" instead of Service Date. Contract data may also be attained on this screen by inputting the contract number.

**SCREEN PP24** - This screen functions identically to PP22, except that "SERVICE CODE" may be entered and the history will display payments for that Service Code only. Date parameters refer to "PAID DATE" instead of Service Date.

#### **CHANGE OF PAYMENT HISTORY Refer to Fiscal Procedure 03-001.04**

USSDS Payment History Change Process 03-001.04 Effective Date: January 14, 2005 Revised:
---

#### **Department of Human Services USSDS Payment History Change Process**

Situations arise which require changes to the original payment information in USSDS; such as input errors, incorrect provider addresses, returned checks, lost checks, and provider reimbursements for unfulfilled services. Because USSDS currently lacks the capacity to track all the changes made to the original payment information, the following procedures are required for each request in order to ensure that the financial impact and internal controls are appropriately considered, as needed.

Each Division/Office should designate an employee (usually the budgeting and accounting officer) to be the Single Point of Contact (SPC). The SPC is responsible to receive the monthly tracking logs of the payment information changes from the USSDS Help Desk to make sure all the necessary follow-up actions have been thoroughly considered and implemented.



There are two major groups of changes made to the original payment information in USSDS: the payment information other than the original amount paid; and the original amount paid.

The matrix below is a guide to help to determine whether a correcting FINET transaction needs to process, and/or a Medicaid claim should be initiated, adjusted, or reimbursed in accordance with the changes made to the original payment information.

### 1. The Payment Information (other than the 'Original Amount Paid') Changes:

Request Form: USSDS Payment History Change Request Form

Tracking Log: USSDS Payment History Change Tracking Log

Financial Impact Matrix: For changes made to the payment information other than the original amount paid

FIELDS	USSDS	FINET	MEDICAID**
<b>** Medicaid only applicable for Title XIX payments</b>			
PROV_ID	√	NA	√
CLIENT_ID	√	NA	√
SVC_CODE	√	√	√
KIND	√	NA	√
SVC_START_DT	√	NA	√
SVC_END_DT	√	NA	√
UNITS	√	NA	√
WORK_ID	√	NA	NA
CONTRACT#	√	NA	NA
ELIG_CODE	√	√	√
REG_OFF (DISTRICT)	√	√	NA

- A request form shall be filled out by Requestor and sent to the USSDS Help Desk with the required information as instructed (e.g. USSDS/PP07 screen print).
- USSDS Help Desk shall process the requests and enter the changes into the tracking log. On the 10<sup>th</sup> business day of each month, the tracking log shall be sent out to the Division/Office SPC for the follow-up actions to reflect the changes accordingly.
- SPC shall review and/or process the follow-up actions based on the matrix above as soon as the monthly tracking log is received.
- For changes made to Service Code, Eligibility Code, and District Code, SPC has to make sure the FINET transactions will be processed to reflect the payment changes accordingly.
- For changes made to the Title XIX payments, SPC sees that any associated Medicaid claim is initiated, adjusted, or reimbursed, as needed.

### 2. The 'Original Amount Paid' Changes:

Request Form: USSDS Provider Payback/Reimbursement Form

Tracking Log: USSDS Provider Payback/Reimbursement Tracking Log

Financial Impact Matrix: For the changes made to the original amount paid

FIELDS	REASONS	USSDS	FINET	MEDICAID**
<b>** Medicaid only applicable for Title XIX payments</b>				
<b>AMOUNT</b>				
<b>CANCELLATION</b>				
STALE DATED CHECKS **		√	√	√
POST OFFICE RETURNED CHECKS		√	√	√
LOST CHECKS		√	√	√
CHECKS ISSUED TO WRONG PROV		√	√	√
PROV PAYBACK w/ FULL AMT		√	√	√
OTHERS		√	√	√
<b>ADJUSTMENTS</b>				
PROV PAYBACK w/ PARTIAL AMT		√	√	√
CLOTHING ALLOWANCE		√	√	√
OTHERS		√	√	√

\*\* The correcting FINET transactions for the stale dated checks will be done by the Division of Finance.

- a. A request form shall be filled out by Requestor and sent to the USSDS Help Desk with the required information as instructed (e.g. the USSDS/PP07 screen print, a copy of the check received from Provider).
- b. USSDS Help Desk shall process the requests and enter the payback/reimbursement information into the tracking log. On the 10<sup>th</sup> business day of each month, the tracking log shall be sent out to the Division/Office SPC for the follow-up actions to reflect the changes accordingly.
- c. SPC shall review and/or process the follow-up actions based on the matrix above as soon as the monthly tracking log is received.
- d. Whenever a payback/reimbursement check is received, a CR FINET transaction should be processed timely to record the payback/reimbursement. SPC sees that any associated Medicaid claim is reimbursed, as needed.

#### **DUPLICATE CLIENT IDS**

On occasion, a client may have two (or more) Client-Id numbers. This is a mistake that is usually caused by not researching the client information completely before assigning a client ID number. When a case such as this is discovered, contact the State Office for further instructions.

#### **DUPLICATE PROVIDER IDS**

On occasion, a provider may have two (or more) Provider-Id numbers. This is a mistake that is usually caused by not researching the provider information completely before assigning a provider ID number. When a case such as this is discovered, contact the State Office for further instructions

#### **USSDS PROVIDER BILLING FORMS RETENTION SCHEDULE**

You will need to keep on hand **four fiscal years** 3 previous plus current fiscal year of the USSDS billing forms. After the fourth year, the forms may be shredded. The State Office will archive the originals.

## "Workers Quick Reference Sheets"

### **PREPARING BILLING FORMS FOR CASE WORKER:**

1. Provider billing forms arrive from provider
2. Check to see that they are accurate and complete.
3. Check to see that Provider has signed and dated every page of the billing form(s).
4. Correct any billing that needs correction. This includes dates, units, rates and amounts (**INITIAL ANY CHANGES**).
5. When each form is completed and accurate, sign and date the form to verify that you have approved it for payment.
6. Take to terminal operator for input as soon as possible.

### **PREPARING BILLING FORMS FOR TERMINAL OPERATOR:**

1. Billing forms arrive from caseworker.
2. Check to see that the forms are complete.
3. **Verify that the CaseWorker and Provider have signed and dated each form. If not, return to worker or Provider to complete.**
4. Prepare for entry.

### **PAYMENTS SUMMARY BILLING ENTRY TERMINAL OPERATOR:**

1. **Check to see that the CaseWorker**
2. **has checked and signed each billing form before entering any data.**  
Enter screen PP02. Type: Provider-Id, District (Regional Office--2 letters).Press Enter

If you wish to pay for only one client from a list of several and you know the client's name, type the last name into Client-name field before you press enter.

2. You will find a set of screens lined up one behind the other in alphabetical order of client's last names. These are authorized payments for this provider. Check the Client –name, Client-Id, Service, and Kind before entering anything on each screen to be sure you have the correct entry.

#### **For each entry on a 520, enter the following into the fields on screen PP02.**

- A. Start-date - date service began for this payment. (DD/MMM/YY)
- B. End-date - date service ended for this payment. (DD/MMM/YY)
- C. Units - number of units being paid.
- D. Amount - Total money being paid.

For each entry on a 295 or 1032, enter the following into the fields on screen **PP03**.  
(One Time Cost of Service Payments):

- A. Enter 'One' if One Time or 'Svc' if cost of service.
- B. Provider-Id

- C. Client ID (If applicable)
- D. Service code
- E. Kind
- F. Payment Start Date (ddmmyy)
- G. Billed units
- H. Rate
- I. Payment Amount (Rate x Units = payment amount)
- J. Contract number if applicable
- K. Budget District Office (3-digits)
- L. Eligibility code (2-digits)
- M. Caseworker ID (4-digits)
- N. Budget Source (1-digit)
- O. Relative Care (if applicable)
- P. Site code (DSPD only)

Press Enter

**WHEN ALL PAYMENTS HAVE BEEN ENTERED FOR THE REGION PRINT A BALANCE SUMMARY (PP04 SCREEN)**

**PAYMENTS SUMMARY BALANCING PAYROLL STAFF WHO BALANCES (NOT TERMINAL OPERATOR):**

1. Arrange all billing documents in order of Provider-Id "Correction of Exceptions sheets" on top if the payment has been deleted from the payroll. Otherwise, place in Provider- ID order.
2. If more than one page per Provider-Id, add all pages together on adding machine, attach paper total to all pages and staple all together for that Provider-Id.
3. Check sum for each Provider-Id from billing documents against sum for each Provider-Id on screen **PP04** if totals for screen PP04 and sum of all separate billing documents for entire region are same, you balance. Sign the **PP04**.
4. If you do not balance, search for errant entry. One of the document's totals will not equal the total on screen **PP04**. Make adjustments as needed to bring all into balance. (**PP05** is a helpful screen to find errors.)
5. Complete process in time to mail or carry documents with summary to State Office to arrive no later than Friday morning.

**PAYMENTS SUMMARY STATE BALANCING STATE PAYMENTS OPERATOR:**

1. Billing documents arrive at State Office No Later than Friday morning. They are immediately reconciled with Balance Report.
2. Any discrepancies need to be corrected within 24 hours.

#### **POST OFFICE RETURNS CHECK**

1. Regional Office records the return.  
Regional Office will verify address, city, state and zipcode in USSDS with provider.
2. Regional Office will correct address in USSDS:
  - a. If the provider number is a 9 character number go to the BCM website [http://www.hsofo.utah.gov/ussds\\_forms.htm](http://www.hsofo.utah.gov/ussds_forms.htm)  
Complete the form:  
REQUEST FOR 9-CHARACTER USSDS PROVIDER RECORD CREATION OR UPDATE.  
Send form to BCM.
  - b. If the provider number is a 10 character number contact the person in the region who opens/updates providers and have them update address  
Using the PR17 screen.
  - c. Verify address change in SAFE & USSDS PR10 screen
3. Regional Office worker mails check to proper address, or phones provider to pick up check.
4. If check is picked up by provider, provider must show picture ID, evidence of association with provider and sign log for receipt of check.

#### **PAYMENTS SUMMARY STALE-DATED CHECKS**

1. Provider brings in a stale-dated check which bank will not redeem because it is too old.
2. Regional office worker mails to The USSDS Help Desk. Regional Office sends highlighted print of PP07 or PP23.
3. State office "Cancels" original issuance in USSDS. Regional office worker verifies cancellation of check by the "C" associated with that issuance.
4. Regional office worker authorizes payment again for the following payroll run, Wednesday night. Handwritten check replacements for stale-dated checks are done only if the request is for payment for services provided in the previous fiscal year.

#### **PAYMENTS SUMMARY LOST CHECK REPORTED**

1. Provider reports check has not been received for payments to Regional Office. Worker should check Payment History to determine if payment was made. If payment was made, check may be lost in mail.
2. State Office will determine if check has been redeemed. Have Provider complete Form 510 (LOST CHECK AFFIDAVIT & INFORMATION) if 10 days have elapsed since check was posted to History.
3. Send completed Form 510 along with a copy of the PP23 screen to The USSDS Help Desk.
4. If check has not been redeemed, Form 510 will be processed. A stop payment will be placed. If check has been redeemed, The USSDS Help Desk will notify worker.

5. Within 2-3 days of the stop, check should be canceled within the USSDS system by the state office. Once this is done, Regional Office worker can reauthorize payment for the following payroll that will be run Wednesday night. Check will be mailed to Provider on Thursday.

#### **PAYMENTS SUMMARY LOST CHECK REPORTED BUT REDEEMED**

Contact the USSDS helpdesk for instructions on this matter.

#### **PAYMENTS SUMMARY REIMBURSEMENT BY PROVIDER**

1. When provider returns original check, or submits a personal or business check for full reimbursement for over-payment, Regional Office worker will follow Refund of Payment procedure. ...**(Fiscal Procedure 03-001.04)**
2. State Office will place "CANCEL" on payment history for that original check returned.
3. State Office will place "ADJUSTMENT" on payment history for that partial payment returned. Proper FINET accounting coding will be determined by region and written on reimbursement check before sending COPY of reimbursement check , along with the reimbursement form and a print out of the PP07 pertaining to the reimbursement to State Office. Check should be deposited in the regions depository account.

#### **PAYMENTS SUMMARY REQUESTS FOR "HANDWRITES"**

1. Use FORM 1051 for following:
  - A. Pay for last fiscal year
  - B. Other unusual payments not through PP02 or PP03.
2. Complete "Handwritten" request form and send to the Bureau of Finance with appropriate accompanying printouts and billings.
3. State Office will (after researching) CANCEL previously issued checks if needed and attempt approval of request. (Simple replacements are quick and easy; unusual requests are slower and sometimes not approved.)
4. When new check is typed, State Office will adjust "PAYMENT HISTORY" to show issuance of this payment for the specific clients, when appropriate.
5. The check is mailed to Provider.

#### **REPORT VIEWING AND PRINTING**

The program "Control D" allows printing and viewing of USSDS reports. Reports used by USSDS payroll entry persons are RPP4 (USSDS payroll detail), RPR3 (USSDS close-ended contract detail), and RPP1 (USSDS exception report). Listed below are the function keys, which navigate users through the system.

F3: Exit  
F5: Next Hit  
F8: Page Down  
F7: Page Up  
F10: Moves viewable screen over to the right  
F11: Moves viewable screen over to the left  
Shift F12: Allows user to toggle between different screens

#### **ENTERING "CONTROL D"**

1. Go into TN3270 and type SW and press enter

2. Enter **user id** and **password** and press enter
3. Type **itdo** and press enter twice
4. Tab or Ctrl down to USER and enter either HSRPP4 or HSGROUPF, press enter
5. Tab or Ctrl down to the report. Type either **v** or **p** in front of the report.  
**v** will allow viewing of the document  
**p** will allow printing of the document

#### VIEWING A REPORT

1. Type **v** in front of the report and press enter
2. To find information within the report type **f** (space bar) and the information wanted.  
(example: f hhc or f David)
3. A message may appear which states, "THE FIND LIMIT HAS BEEN REACHED PLEASE SELECT ONE OF THE FOLLOWING." To continue, type in **3** and press enter. The search will continue.
4. Find the information needed and look at the page number in the upper left hand corner for the page numbers. Make sure to scroll down (using F8) until the end of data wanted has been reached. Check the page number to know what range of pages to print.
5. To exit the system, press **F3**.

#### PRINTING A REPORT

- 1 Type **p** in front of the report to be printed and press enter
- 2 Under PRINT OPTION enter the number **1**
- 3 Enter the numbers of **copies**
- 4 The FORM is always **STD**
- 5 The CLASS is always **A**
- 6 The DEST is your printer id. It will start with a T and end with a P. You MUST have this id in order to print. It will not print to your regular printer without this id.
- 7 Enter the **page range** you want
- 8 Everything else stays the same, press enter
- 9 It will say that has printed OK at the top of the screen

PRINT OPTION====> 1

1-Immediate Printing  
 2- Deferred Printing (by Print Mission)  
 X- Exit (no action)

COPIES **001** FORM **std** CLASS **a**

DEST **your printer id** WTR

FROM PAGE **000001** TO PAGE **000005** RULER DEFAULT

PRINT MISSIONS HSLOO2

USER HSGROUPF REPORT HSSCHECK\*RPP4

JOB HSSCHECK

## SEARCHING FOR PROVIDER RECORDS IN USSDS

The USSDS information system provides the capability of searching for existing provider records utilizing either: 1) <PR03> for an alphabetical name search, or 2) <PR16> using the 9-character provider ID (the tax or IRS number).

### ALPHABETICAL SEARCH <PR03>

#### 1. MAIN MENU (MM00)

USSDS	MM00	MAIN MENU	03/28/01	953105
GO TO NEXT <u>PR03</u> SCREEN PASSWORD <u>?????</u>				
CLIENT		PROVIDER	REFERRAL	
0000	TO TERMINATE SESSION		HB00	HOME BASED SERVICES
AD00	ADMINISTRATIVE		HT00	ENERGY ASSISTANCE (HEAT)
AP00	ADULT REFERRAL		JB00	JOBS
CN00	CHILD ABUSE-NEGLECT		MH00	MENTAL HEALTH
CP00	CLIENT PATHWAY		PP00	PAYMENTS
CW00	CHILD WELFARE CASE MGMT		PR00	PROVIDER
DV00	DOMESTIC VIOLENCE		SD00	HANDICAPPED SERVICES
EA00	EMERGENCY ASSISTANCE		SS00	ASSISTANCE PAYMENTS REVIEW
FC00	OUT-OF-HOME-CARE		ST00	STATE OFFICE
HC00	HEALTH CARE NEEDS TRACKING			

- From the Main Menu screen, type "PR03" in the "GO TO NEXT" space.
- Type the "Password" in the "SCREEN PASSWORD" space.
- Hit "Enter"

This will take you to the "PROVIDER LOOKUP SCREEN"

#### 2. PROVIDER RECORD SEARCH (PR03)

- In the "PROVIDER RESOURCE NAME SEARCH QUERY SCREEN", enter the provider's name in the "LAST NAME:" space.
- Hit "Enter"
- If there is a match for the provider's name, one or more provider records will be listed. Put an "x" next to the "Provider ID" and choose one of the following options:

PF3 = EXIT: Return to "PROVIDER RESOURCE NAME SEARCH QUERY SCREEN" <PR03> to enter a different name.

PF4 = PR11: List of contracts and approvals for the selected provider.

PF5 = PR10: Go to "PROVIDER CHARACTERISTIC SCREEN".

PF6 = PR06: Go to "PROVIDER RESOURCE CHARACTERISTIC ENTRY SCREEN".

PF7 = --: Scroll to previous page of names.

PF8 = ++: Scroll to next page of names.

PF9 = PR20: Go to "CHILD WELFARE CHARACTERISTICS".

- If there are not any matches under the name you entered, you will get the message 'NO PROVIDER ON FILE' at the top of the screen. Enter "MM00" in the Go To NEXT space to return to the main menu.



USSDS PR03

PROVIDER LOOKUP SCREEN

20010328

```

_ 870547889 ACUMEN, INC. 1561 NO. GRAND PROVO UT 84604
_ 870547889C ACUMEN, INC. 1561 N GRANDVI PROVO UT 84604
_ 870547889E ACUMEN, INC. 1561 N GRANDVI PROVO UT 84604
_ 870547889N ACUMEN, INC. 1561 N GRANDVI PROVO UT 84604
_ 870547889W ACUMEN, INC. 1561 N GRANDVI PROVO UT 84604
_ 528965278 ACKMAN ROBERT DCFS:LORRAINE 1715 W 700 N # SLC UT 84116
_ 870576224C ACUMEN FISCAL A 1561 N GRANDVI PROVO UT 84604
_ 870576224N ACUMEN FISCAL A 1561 N GRANDVI PROVO UT 84604
_ 870576224W ACUMEN FISCAL A 1561 N GRANDVI PROVO UT 84604
_ 870576224E ACUMEN FISCAL A 1561 N GRANDRI PROVO UT 84604
_ 870576224 ACUMEN FISCAL A 1561 NO. GRAND PROVO UT 84604

```

PF3 = EXIT PF4 = PR11 PF5 = PR10 PF6 = PR06 PF7 = -- PF8 = ++ PF9 = PR20

### TAX ID/IRS NUMBER SEARCH <PR16>

#### 1. MAIN MENU (MM00)

- a. From the Main Menu screen, type "PR16" in the "GO TO NEXT" space.
- b. Enter the Password in the 'screen password' space.
- c. Hit "Enter"

USSDS	MM00	MAIN MENU	03/28/01	953105
GO TO NEXT <b>PR16</b>		SCREEN PASSWORD	<b>?????</b>	
CLIENT	PROVIDER	REFERRAL		
0000	TO TERMINATE SESSION	HB00	HOME BASED SERVICES	
AD00	ADMINISTRATIVE	HT00	ENERGY ASSISTANCE (HEAT)	
AP00	ADULT REFERRAL	JB00	JOBS	
CN00	CHILD ABUSE-NEGLECT	MH00	MENTAL HEALTH	
CP00	CLIENT PATHWAY	PP00	PAYMENTS	
CW00	CHILD WELFARE CASE MGMT	PR00	PROVIDER	
DV00	DOMESTIC VIOLENCE	SD00	HANDICAPPED SERVICES	
EA00	EMERGENCY ASSISTANCE	SS00	ASSISTANCE PAYMENTS REVIEW	
FC00	OUT-OF-HOME-CARE	ST00	STATE OFFICE	
HC00	HEALTH CARE NEEDS TRACKING			
<p>LAST MESSAGE UPDATED DATE 27JAN2000 TIME 720</p>				

This will take you to the "PROVIDER LOOKUP SCREEN"

USSDS	PR16	PROVIDER LOOKUP SCREEN	03/28/01	09:55:07
ENTER PROVIDER ID		<b>999999999</b>		
GO TO NEXT	SCREEN	PROVIDER		

#### 2. PROVIDER RECORD SEARCH (PR16)

- a. In the "PROVIDER LOOKUP SCREEN", enter the 9- character provider ID.

b. Hit "Enter"

If a match is found, a screen similar to the following will appear:

USSDS PR16	PROVIDER LOOKUP SCREEN	20010328
_ 999999999	HOW ABOUT THEM	1111 LO UT 88888
_ 999999999M	HOW ABOUT THEM HERE	NOWHERE UT 98987
F3 = EXIT PF4 = PR15 PF5 = PR09 PF6 = PR18 PF7 = --PF8 = ++ PF9 = PR08		

If there is a provider record under the 9-character provider ID you entered, one or more provider records will be listed. Put an "x" next to the "Provider ID" and choose one of the following options:

PF3 = EXIT: Return to "PROVIDER RESOURCE NAME SEARCH QUERY SCREEN" <PR03> to enter a different name.

PF4 = PR15: Go to "CONTRACT PROVIDER RESOURCE IDENTIFICATION"

PF5 = PR09: Go to "PROVIDER CONTRACT SCREEN"

PF6 = PR18: Go to "PROVIDER OPEN ENDED CONTRACT SCREEN"

PF7 = --: Scroll to previous page of names.

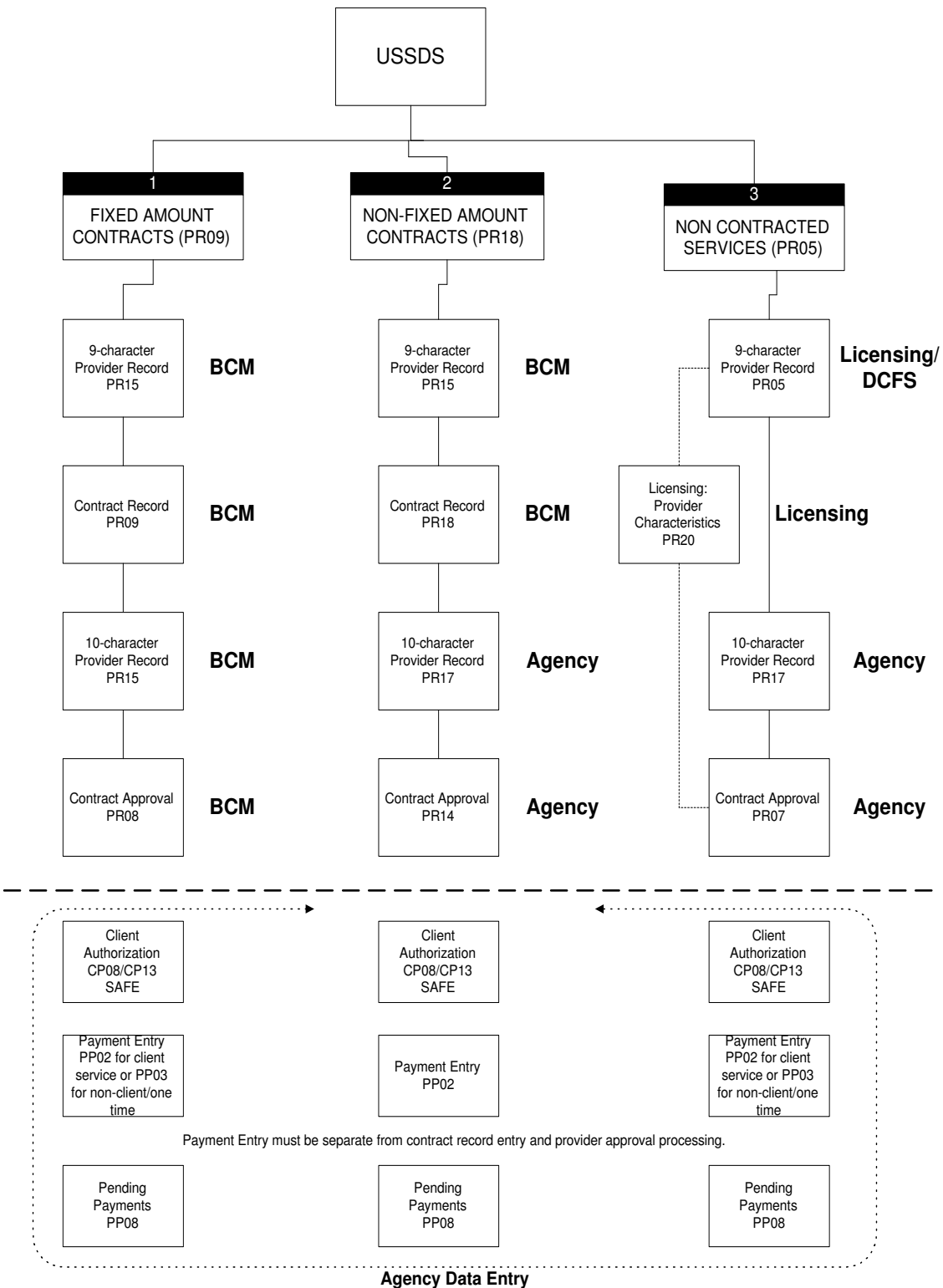
PF8 = ++: Scroll to next page of names.

PF9 = PR08: Go to "CONTRACT APPROVAL ADD – UPDATE"

c. If there are not any matches under the name you entered, you will get the message "NO PROVIDER ON FILE" at the top of the screen. Enter "MM00" in the Go To NEXT space to return to the main menu.

Below is a flow chart process on who has access to open provider fixed-amount contracts, non-fixed amount contracts, non-contracted services and client payment authorizations.

## USSDS System Data Entry Overview



## Request for 9-CHARACTER USSDS PROVIDER RECORD Creation or Update

- Prior to requesting creation of provider records, search for existing records using PR16 and PR03 in USSDS system.
- Fax a copy of the provider's social security card or W9 filled out and signed by the provider.  
(Other acceptable documents: Documentation directly from the IRS or Social Security office assigning the taxpayer identification number)
- Complete the form below and return to the Bureau of Contract Management by email or fax.

**Email:** [BCM@utah.gov](mailto:BCM@utah.gov) with **PROVIDER ID SETUP** in the Subject Field.

(GroupWise users can type "Bureau Contract Management" or "Contract Management, Bureau" in the TO field.)

**Fax:** (801) 538-4317

**Phone:** (801) 538-4225

### TYPE OF REQUEST (PLEASE MARK ONE)

Create New Record ☐

Edit Existing Record ☐

Note: \* denotes required information

<b>*Provider ID: (IRS number) or (Social Security number)</b>				
<b>*Legal Name: (Corporate Name)</b>				
<b>Pay To Name:</b>				
<b>Personal Name:</b> (may be used instead of Legal Name)	(Last, First, MI)			
<b>*Mailing Address:</b>				
<b>Extra Address:</b>				
<b>*City:</b>	<b>*State:</b>	<b>*ZIP:</b>	<b>*Area Code:</b>	<b>*Phone:</b>
<b>*County:</b>	<b>*Provider Type:</b>	<b>Worker ID:</b>	<b>District Office:</b>	

Provider Types: P = Private For Profit; N = Private Non Profit; R = Resource only; X = Other Public;  
B = Public Agency Purchase

### Person Requesting Provider Record information: (required)

<b>*Name:</b>	
<b>*Work Phone:</b>	
<b>*Email:</b>	
<b>*Agency:</b>	
<b>*Office Name:</b>	
<b>*Office Location:</b>	

### For Bureau of Contract Management use only:

<b>Date Entered:</b>	<b>Entered by:</b>	<b>Comments:</b>
----------------------	--------------------	------------------

## ENTERING APPROVALS FOR NON-FIXED AMOUNT CONTRACTS

Profile S: DCFS contract approval entry  
Profile M: DHS/non DCFS contract approval entry

### A. CREATE 10-CHARACTER PROVIDER ID FOR APPROVAL RECORD

- Notes:
- a) 10-character provider records must have a matching 9-character provider record prior to creation (contact BCM for creation of 9-character provider records).
  - b) Approval records **should use** the 9-character provider record or an existing 10-character provider record if the existing record has the correct billing address. New provider records do not need to be created based on "WORKER ID" and/or "DISTRICT OFFICE".
  - c) Always search for existing provider records (PR03 and PR16) prior to creating 10-character provider records.

#### 1. Main Menu Screen

- a. From the Main Menu, type "PR17" in the "GO TO NEXT" space.
- b. Type the password in the "SCREEN PASSWORD" space.
- c. Hit "enter"

USSDS	MM00	MAIN MENU	03/28/01	953105
GO TO NEXT <u>PR17</u>		SCREEN	PASSWORD <u>?????</u>	
CLIENT		PROVIDER	REFERRAL	
0000	TO TERMINATE SESSION	HB00	HOME BASED SERVICES	
AD00	ADMINISTRATIVE	HT00	ENERGY ASSISTANCE (HEAT)	
AP00	ADULT REFERRAL	JB00	JOBS	
CN00	CHILD ABUSE-NEGLECT	MH00	MENTAL HEALTH	
CP00	CLIENT PATHWAY	PP00	PAYMENTS	
CW00	CHILD WELFARE CASE MGMT	PR00	PROVIDER	
DV00	DOMESTIC VIOLENCE	SD00	HANDICAPPED SERVICES	
EA00	EMERGENCY ASSISTANCE	SS00	ASSISTANCE PAYMENTS REVIEW	
FC00	OUT-OF-HOME-CARE	ST00	STATE OFFICE	
HC00	HEALTH CARE NEEDS TRACKING			

#### 2. This takes you to the CONTRACT PROVIDER RESOURCE IDENTIFICATION screen

USSDS	PR17	CONTRACT PROVIDER RESOURCE IDENTIFICATION	03/28/01	1015172
ENTER PROVIDER ID <u>656578782A</u>				
GO TO NEXT		SCREEN	CLIENT	REFERRAL

- a. Enter the 10-character provider ID in the "PROVIDER ID" space.
- b. Hit "Enter"

USSDS	PR17	CONTRACT PROVIDER RESOURCE IDENTIFICATION	03/28/01	1018349
PROVIDER ID 656578782A				
LEGAL NAME INTERMOUNTAIN HEALTH CARE				
PAY TO NAME <u>PRIMARY CHILDREN'S HOSPITAL</u>				
MAILING ADDRESS <u>120 NORTH MEDICAL DRIVE</u> RESIDENCE				
EXTRA IF				
CITY-ST <u>SALT LAKE</u> <u>UT</u> DIFFERENT				
ZIP <u>84103</u>				
RES LOCATION DESCRIPTION				
AREA CODE <u>801</u> PHONE <u>538-1111</u>				
COUNTY <u>00</u> DISTRICT OFFICE WORKER ID PROVIDER TYPE <u>B</u>				
LAST UPDATE				
GO TO NEXT SCREEN CLIENT PROVIDER 656578782 REFERRAL				

- c. You must type in the "MAILING ADDRESS"(See note on provider address)
- d. , "CITY-ST", "ZIP", "AREA CODE" and "PHONE", "COUNTY", and "PROVIDER TYPE".

**\*\*USSDS PROVIDERS CANNOT BE SET UP WITH THE REGION OFFICE AS THE MAILING ADDRESS. A VALID STREET ADDRESS OR P.O. BOX MUST BE USED.**

- d. If needed, type in " PAY TO NAME ", "RESIDENCE", and "EXTRA" for additional address information. "DISTRICT OFFICE" and "WORKER ID" do not need to be entered.
  - e. Hit "Enter"
3. This takes you to the "CONTRACT PROVIDER RESOURCE IDENTIFICATION" screen.

PROVIDER WAS STORED			
USSDS PR17	CONTRACT PROVIDER RESOURCE IDENTIFICATION	03/28/01 1015172	
ENTER PROVIDER ID 656578782A			
GO TO NEXT	SCREEN CLIENT	REFERRAL	

- a. If everything is "OK" with the provider record, you will get the message "PROVIDER WAS STORED" at the top of the screen.
- b. Type "MM00" in the "GO TO NEXT" space to return to the Main Menu.

**B. CREATE CONTRACT APPROVAL RECORD**

1. Main Menu Screen
- a. From the Main Menu, type "PR14" in the "GO TO NEXT" space.
  - b. Type the password in the "SCREEN PASSWORD" space.
  - c. Hit "enter"

USSDS MM00	MAIN MENU		03/28/01 953105
GO TO NEXT <b><u>PR14</u></b>	SCREEN PASSWORD <b><u>?????</u></b>		
CLIENT	PROVIDER	REFERRAL	
0000 TO TERMINATE SESSION	HB00 HOME BASED SERVICES		
AD00 ADMINISTRATIVE	HT00 ENERGY ASSISTANCE (HEAT)		
AP00 ADULT REFERRAL	JB00 JOBS		
CN00 CHILD ABUSE-NEGLECT	MH00 MENTAL HEALTH		
CP00 CLIENT PATHWAY	PP00 PAYMENTS		
CW00 CHILD WELFARE CASE MGMT	PR00 PROVIDER		
DV00 DOMESTIC VIOLENCE	SD00 HANDICAPPED SERVICES		
EA00 EMERGENCY ASSISTANCE	SS00 ASSISTANCE PAYMENTS REVIEW		
FC00 OUT-OF-HOME-CARE	ST00 STATE OFFICE		
HC00 HEALTH CARE NEEDS TRACKING			

2. This takes you to the "CONTRACT APPROVAL ADD - UPDATE" screen.

USSDS PR14	CONTRACT APPROVAL ADD - UPDATE	03/28/01 1241463
PROVIDER ID: <b><u>656578782</u></b>		
SERVICE CODE: <b><u>SCR</u></b>		
CONTRACT NBR: <b><u>888777</u></b>		
APPROVAL START DATE: <b><u>01jul00</u></b>		
& END DATE: <b><u>30jun01</u></b>		
GO TO NEXT	SCREEN CLIENT	REFERRAL

- a. Here you must enter the "PROVIDER ID", "SERVICE CODE", "CONTRACT NBR", and "APPROVAL START DATE & END DATE".
  - b. Hit "Enter"
3. This will take you to the "OPEN ENDED CONTRACT APPROVAL UPDATE – CHANGE" screen.

USSDS PR14		OPEN ENDED CONTRACT APPROVAL ADD				1242351 03/28/01	
PROVIDER ID: 123456789				NAME: FISH SHOP			
SERVICE	START DATE	END DATE	AGENCY	WORKER	CONTRACT NUMBER	KIND	PRIMARY RATE
DVC	01JUL00	30JUN01	<u>ag1</u>	<u>ag01</u>	888888		
							<u>M</u> <u>267945.03</u>
							<u>D</u> <u>100.00</u>
LICENSED CAPACITY			DATE LAST MONITORED				
OTHER LICENSING WORKER AGENCY			OTHER LICENSING WORKER				
GO TO NEXT		SCREEN	CLIENT	PROVIDER 123456789		REFERRAL	

- a. Here you must enter "AGENCY", "WORKER", "KIND", and "PRIMARY RATE".  
If needed you may enter multiple "KIND" and "PRIMARY RATE" entries.  
"ALTERNATE" rates can also be entered as needed .
- b. Hit "Enter"

LAST SCREEN UPDATED-ENTER NEXT DATA			
USSDS PR14	CONTRACT APPROVAL ADD - UPDATE	03/28/01 1241463	
PROVIDER ID: 123456789			
SERVICE CODE: AG1			
CONTRACT NBR: 88888888			
APPROVAL START DATE: 01JUN00			
& END DATE: 30JUN01			
GO TO NEXT	SCREEN	CLIENT	REFERRAL

- c. If everything is "OK", the message "LAST SCREEN UPDATED-ENTER NEXT DATA" will appear at the top of the screen and you will be returned to the PR14 screen.

**YOU MUST DO A PR14 FOR EACH SERVICE CODE IN THE CONTRACT.**

- d. When all service codes have been entered, type "MM00" in the GO TO NEXT field to return to the main menu.

**NON-CONTRACTED SERVICE APPROVAL**

**Profile S:** DCFS non-contract approval entry  
**Profile M:** DHS/non DCFS non-contract approval entry

**A. CREATE 10-CHARACTER PROVIDER ID FOR APPROVAL RECORD**

- Notes: a) 10-character provider records must have a matching 9-character provider record prior to creation (contact BCM for creation of 9-character provider records).  
b) Approval records **should use** the 9-character provider record or an existing 10-character provider record if the existing record has the correct billing address.  
New provider records do not need to be created based on "WORKER ID" and/or "DISTRICT OFFICE".  
c) Always search for existing provider records (PR03 and PR16) prior to creating 10-character provider records.

**1. Main Menu Screen**

- a. From the Main Menu, type "PR17" in the "GO TO NEXT" space.

Type the password in the "SCREEN PASSWORD" space. Hit "enter"

USSDS	MM00	MAIN MENU	03/28/01	953105
GO TO NEXT	<u>PR17</u>	SCREEN	PASSWORD	<u>????</u>
CLIENT		PROVIDER		REFERRAL
0000	TO TERMINATE SESSION		HB00	HOME BASED SERVICES
AD00	ADMINISTRATIVE		HT00	ENERGY ASSISTANCE (HEAT)
AP00	ADULT REFERRAL		JB00	JOBS
CN00	CHILD ABUSE-NEGLECT		MH00	MENTAL HEALTH
CP00	CLIENT PATHWAY		PP00	PAYMENTS
CW00	CHILD WELFARE CASE MGMT		PR00	PROVIDER
DV00	DOMESTIC VIOLENCE		SD00	HANDICAPPED SERVICES
EA00	EMERGENCY ASSISTANCE		SS00	ASSISTANCE PAYMENTS REVIEW
FC00	OUT-OF-HOME-CARE		ST00	STATE OFFICE
HC00	HEALTH CARE NEEDS TRACKING			

2. This takes you to the CONTRACT PROVIDER RESOURCE IDENTIFICATION screen

USSDS	PR17	CONTRACT PROVIDER RESOURCE IDENTIFICATION	03/28/01	1015172
ENTER PROVIDER ID	<u>656578782A</u>			
GO TO NEXT	SCREEN	CLIENT		REFERRAL

- Enter the 10-character provider ID in the "PROVIDER ID" space.
- Hit "Enter"

USSDS	PR17	CONTRACT PROVIDER RESOURCE IDENTIFICATION	03/28/01	018349
PROVIDER ID 656578782A				
LEGAL NAME	INTERMOUNTAIN HEALTH CARE			
PAY TO NAME	<u>PRIMARY CHILDREN'S HOSPITAL</u>			
MAILING ADDRESS	<u>120 NORTH MEDICAL DRIVE</u>	RESIDENCE		
	EXTRA	IF		
	CITY-ST <u>SALT LAKE</u>	<u>UT</u>	DIFFERENT	
	ZIP <u>84103</u>			
RES LOCATION DESCRIPTION				
AREA CODE	<u>801</u>	PHONE	<u>538-4225</u>	
COUNTY	<u>00</u>	DISTRICT OFFICE	WORKER ID	PROVIDER TYPE <u>B</u>
LAST UPDATE				
GO TO NEXT	SCREEN	CLIENT	PROVIDER 656578782	REFERRAL

- You must type in the "MAILING ADDRESS", "CITY-ST", "ZIP", and "AREA ODE" and "PHONE", "COUNTY", and "PROVIDER TYPE".
  - If needed, type in "PAY TO NAME", "RESIDENCE", and "EXTRA" for additional address information. "DISTRICT OFFICE" and "WORKER ID" do not need to be entered.
  - Hit "Enter"
3. If everything is "OK" with the provider record, you will get the message "PROVIDER WAS STORED" at the top of the screen.

PROVIDER WAS STORED				
USSDS	PR17	CONTRACT PROVIDER RESOURCE IDENTIFICATION	03/28/01	1015172
ENTER PROVIDER ID				
GO TO NEXT	SCREEN	CLIENT		REFERRAL

- Type "MM00" in the "GO TO NEXT" space to return to the Main Menu.



## B. CREATE APPROVAL RECORD FOR NON-CONTRACTED SERVICE

### 1. Main Menu Screen

- From the Main Menu, type "PR07" in the "GO TO NEXT" space.
- Type the password in the "SCREEN PASSWORD" space.
- Hit "enter"

USSDS	MM00	MAIN MENU		03/28/01	953105
GO TO NEXT		<b>PR07</b>	SCREEN	PASSWORD	<b>?????</b>
CLIENT			PROVIDER		REFERRAL
0000	TO TERMINATE SESSION		HB00	HOME BASED SERVICES	
AD00	ADMINISTRATIVE		HT00	ENERGY ASSISTANCE (HEAT)	
AP00	ADULT REFERRAL		JB00	JOBS	
CN00	CHILD ABUSE-NEGLECT		MH00	MENTAL HEALTH	
CP00	CLIENT PATHWAY		PP00	PAYMENTS	
CW00	CHILD WELFARE CASE MGMT		PR00	PROVIDER	
DV00	DOMESTIC VIOLENCE		SD00	HANDICAPPED SERVICES	
EA00	EMERGENCY ASSISTANCE		SS00	ASSISTANCE PAYMENTS REVIEW	
FC00	OUT-OF-HOME-CARE		ST00	STATE OFFICE	
HC00	HEALTH CARE NEEDS TRACKING				

### 2. This takes you to the "CONTRACT APPROVAL ADD - UPDATE" screen.

USSDS	PR07	PROVIDER APPROVAL ADD - UPDATE		03/28/01	124446
PROVIDER ID:		<b>123456789</b>			
SERVICE CODE:		<b>DVC</b>			
APPROVAL START DATE:		<b>01JUL00</b>			
GO TO NEXT		SCREEN	CLIENT		REFERRAL

- Here you must enter the "PROVIDER ID", "SERVICE CODE", and "APPROVAL START DATE".
- Hit "Enter"

### 3. This will take you to the "OPEN ENDED CONTRACT APPROVAL ADD" screen.

USSDS	PR07	PROVIDER APPROVAL ADD		1224416	04/04/01		
PROVIDER ID:		123456789		NAME: FISH SHOP			
SERVICE	START DATE	END DATE	DIST/OFF	WORKER	KIND	PRIMARY RATE	ALTERNATE OR 2ND RATE
JSP	01JUL00	30jul00	cy1	cy01	N	50.00	
					M	100.00	
LICENSED CAPACITY							
OTHER AGENCY WORKER			DISTRICT/OFF				
GO TO NEXT		SCREEN	CLIENT	PROVIDER	123456789	REFERRAL	

- Here you must enter "END DATE", "DIST/OFF", "WORKER", and "PRIMARY RATE". If needed you may enter multiple "KIND" and "PRIMARY RATE" entries. "ALTERNATE" rates can also be entered as needed.
- Hit "Enter"

LAST SCREEN UPDATED - ENTER NEXT DATA

USSDS PR07 PROVIDER APPROVAL ADD - UPDATE 04/04/01 1225283

PROVIDER ID: 123456789

SERVICE CODE: JSP

APPROVAL START DATE: 01JUL00

GO TO NEXT SCREEN CLIENT REFERRAL

- c. If everything is "OK", the message "LAST SCREEN UPDATED-ENTER NEXT DATA" will appear at the top of the screen and you will be returned to the PR07 screen.

### **HOW TO ENTER A PROVIDER RECORD FOR A NON-CONTRACT SERVICE** **For DCFS**

**Profile K:** Licensing Provider Record Creation/Edit  
**Profile S:** DCFS Provider Record Creation/Edit

### **OFFICE OF LICENSING** **PROCEDURES FOR OPENING FOSTER HOMES ON USSDS**

**\*\*The Office of Licensing** will complete the **Form 519a-OL** on providers (foster parents) who have met licensing requirements. Office of Licensing will enter the provider information on the **USSDS PR34** screen and provider characteristics on the **PR20** screen.

#### **Office of Licensing provider "Resource Type"**

- **LFC** - Licensed Foster Care
- **LSC** - Licensed Specific/Kinship Care

#### **PROVIDER INFORMATION** **PR34 SCREEN**

USSDS PR34A	PROVIDER RESOURCE IDENTIFICATION	02/05/02 17:00:55
PROVIDER ID <b>555558888</b>	COMPLIANCE QUESTIONED	
LAST NAME PERSONAL NAME <b>HARRISON</b> CORPORATION	FIRST NAME <b>KAY</b>	INITIAL
MAILING ADDRESS <b>120 NO 200 WEST</b> EXTRA CITY-ST <b>SALT LAKE</b> ZIP <b>84103</b>	RESIDENCE IF <b>UT</b> DIFFERENT	
AREA CODE <b>801</b> PHONE <b>9999999</b>	RES LOCATION DESCRIPTION	
COUNTY <b>18</b>	DISTRICT OFFICE <b>WPC</b>	WORKER ID <b>WMO2</b> PROVIDER TYPE <b>P</b> EFT <b>N</b>
COMMENTS		
RESOURCE TYPE <b>LFC</b> ST-DATE <b>15JAN02</b> END-DATE <b>31DEC02</b> TERMINATION REASON		
GO TO NEXT	SCREEN CLIENT	PROVIDER 555558888 REFERRAL

**From form 519a-OL, enter provider information**

- Enter provider Last Name, First Name
- Enter provider Mailing Address, City, State, Zip Code and Phone number
- Enter County Code where provider resides
- Enter DCFS District Office where provider resides
- Enter Worker ID of Licensing Worker
- Enter Provider Type
- Enter Resource Type, Start Date and End Date (cannot exceed 1 year and must end on last day of month)

**PROVIDER RENEWAL/TERMINATION**

- When updating a provider at renewal, the end date will be the only date that is modified on the **PR34** screen (extended only 1 year).
- If a provider wishes to terminate services, notify DCFS (Family Resource Consultant Worker) to end approvals for same date that Resource Type (license) will end.
- End date is changed and termination reason is entered on **PR34** screen.

**PROVIDER RE-ENTRY**

- If a provider wishes to be licensed once again after having previously terminated, go to **PR34** screen, add the new start date/end date and delete the termination reason.

**PROVIDER TERMINATION HISTORY SCREEN****PR35**

USSDS PR35	PROVIDER TERMINATION HISTORY					20020501
PROVIDER	WRK-ID	DISTRICT	OFFICE	ST-DATE	END-DATE	TERM REASON
555558888	WMO2	WP	C	20020201	20020228	AD
555558888	WMO2	WP	C	20020315	20030228	BU
555558888	WMO2	WP	C	20020401	20020417	AD
555558888	WMO2	WP	C	20020501	20020504	BU

**PROVIDER HISTORY SCREEN**

- The **PR35** screen was developed to show if a provider has terminated their services and the reason for termination. This is a view only screen and updates from the PR34 screen entries.

**PROVIDER CHARACTERISTICS****PR20 SCREEN**

USSDS PR20 CHILD WELFARE PROVIDER CHARACTERISTICS										1715459 02/05/02			
PROVIDER ID: 555558888					NAME: HARRISON KAY								
FAMILY STRUCTURE: FC					SPOUSE NAME:								
OUT OF HOME CAPACITY: 1					AVAILABILITY: 0								
RECRUITING SOURCE: FD					INCOME LEVEL: L		SPECIFIC HOME: N						
SEX		BIRTHDAY		ETH		HISP		EDUC		OCC REL		CHILD PREFERENCES	
PROVIDER F		01JAN50		W		N		4		A Z		SEX F AGE A	
SPOUSE												TYPE N	
HOUSEHOLD MEMBERS										A B C D E F G H		SPECIAL CAPABILITIES	
YEAR OF BIRTH										84			
SEX										F		DCFS COMMENTS	
RELATIONSHIP										C			
SCHOOL DISTRICT										JOR			
ELEMENT										WELBY			
MIDDLE										SOUTH JORDAN			
HIGH										COPPERHILLS			

- Enter Provider Characteristics information into the **PR20** screen
- Availability and DCFS Comments fields not available for Office of Licensing entry
- Notify DCFS Family Resource Consultant when all provider information has been entered

**DIVISION OF CHILD & FAMILY SERVICES  
PROCEDURES FOR OPENING PAIUTE/UTE FOSTER HOMES,  
INTERSTATE PLACEMENT HOMES ON USSDS**

**\*\*DCFS** will complete the **Form 519a-DCFS** and enter provider information in **USSDS PR05** screen for the following types of providers:

**DCFS provider “Resource Type”**

- **UFC** - Ute Foster Care
- **PFC** – Paiute Foster Care
- **IPC** – Interstate Placement Care

When a request to open an out-of-state provider (only when provider has been licensed by the other state, the following information is needed:

-Copy of Licensure from the other State

-Copy of Social Security number verification or EIN number (Tax ID)

**The Region Family Resource Consultant or Office designee will open the USSDS PR05 & PR20**

**PROVIDER INFORMATION  
PR05 SCREEN**

USSDS PR05	PROVIDER RESOURCE IDENTIFICATION	02/05/02 1738222
<div style="display: flex; justify-content: space-between;"> <div> PROVIDER ID 555557777  <div style="display: flex; justify-content: space-between;"> <div> LAST NAME  PERSONAL NAME <b>O'BRIEN</b>  CORPORATION </div> <div> FIRST NAME INITIAL  <b>LINDA</b> </div> </div> </div> <div> COMPLIANCE QUESTIONED </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div> MAILING ADDRESS <b>120 NO 200 WEST</b>  EXTRA  CITY-ST <b>SALT LAKE CITY</b>  ZIP <b>84103</b> </div> <div> RESIDENCE  IF  <b>UT</b> DIFFERENT </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div> AREA CODE <b>801</b> PHONE <b>9999999</b> </div> <div> RES LOCATION DESCRIPTION </div> </div>		
COUNTY <b>25</b> DISTRICT OFFICE <b>VHC</b> WORKER ID <b>CY07</b> PROVIDER TYPE <b>P</b>		
COMMENTS		
RESOURCE TYPE <b>IPC</b> ST-DATE <b>03FEB02</b> END-DATE <b>31JAN03</b> TERMINATION REASON		
GO TO NEXT SCREEN CLIENT PROVIDER 555557777 REFERRAL		

**From form 519a-DCFS, Enter provider information**

- Enter provider Last Name, First Name
- Enter provider Mailing Address, City, State, Zip Code and Phone number
- Enter County Code where provider resides

USSDS PR05	PROVIDER RESOURCE IDENTIFICATION	02/05/02 1829472
PROVIDER ID 555556666	COMPLIANCE QUESTIONED	
LAST NAME	FIRST NAME	INITIAL
PERSONAL NAME BETOURNAY	DUANE	
CORPORATION		
MAILING ADDRESS 120 NO 200 WEST	RESIDENCE	
EXTRA	IF	
CITY-ST SALT LAKE CITY	UT	DIFFERENT
ZIP 84103		
AREA CODE 801	RES LOCATION DESCRIPTION	
PHONE 9999999		
COUNTY 06	DISTRICT OFFICE NDC	WORKER ID LNO2
PROVIDER TYPE P		
COMMENTS		
RESOURCE TYPE ILC	ST-DATE 16JAN02	END-DATE 31DEC02
TERMINATION REASON		

**DCFS provider “Resource Type”**

- **ILC** - Independent living Care

**INDEPENDENT LIVING YOUTH PROVIDER INFORMATION  
PR05 SCREEN**
**From form 519a-DCFS, Enter provider information**

- Enter provider Last Name, First Name
- Enter provider Mailing Address, City, State, Zip Code and Phone number
- Enter County Code where provider resides
- Enter DCFS District Office of Independent Living Worker
- Enter Independent Living Worker ID
- Enter Provider Type
- Enter Resource Type, Start Date and End Date (cannot exceed 1 year and must end on last day of month)

**INDEPENDENT LIVING YOUTH APPROVALS**

Open approvals (service codes) on **USSDS PR07**

- **ILP** - Independent living payment, daily or need
- **SIL** - Special Independent living need (ILP class money)
- **FTP** – Transportation Payment

**PR07 SCREEN**

USSDS PR07	PROVIDER APPROVAL ADD - UPDATE	02/05/02 1841547
PROVIDER ID: <b>555556666</b>		
SERVICE CODE: <b>ILP</b>		
APPROVAL START DATE: <b>16JAN02</b>		
GO TO NEXT	SCREEN CLIENT	REFERRAL

**From form  
519b, enter  
approval**

**information**

- Enter Provider ID
- Enter Service Code (approval)
- Enter Start Date (cannot be before resource type “ILC” start date)

**PR07 SCREEN cont.**

USSDS PR07	PROVIDER APPROVAL ADD	1849066 02/05/02
PROVIDER ID: 555556666		NAME: BETOURNAY DUANE
SERVICE	START DATE	END DATE
ILP	16JAN02	31DEC02
DIST/OFF	WORKER	KIND
NDC	LN02	D
		N
PRIMARY RATE	ALTERNATE OR 2ND RATE	
15.75	488.25	
LICENSED CAPACITY		
OTHER AGENCY WORKER	DISTRICT/OFF	
GO TO NEXT	SCREEN CLIENT	PROVIDER 555556666 REFERRAL

- **Enter End Date (cannot exceed “resource type” end date)**

- Enter Independent Living Worker Office ID
- Enter Independent Living Worker ID
- Enter allowable rates for kind

## DIVISION OF CHILD & FAMILY SERVICES PROCEDURES FOR OPENING SHELTER HOMES

**\*\*The Contract Monitor or the Family Resource Consultant** will complete **the Form 519a-DCFS**. The provider information will then be entered on the **USSDS PR05** screen and provider characteristics on the **PR20** screen.

### DCFS provider “Resource Type”

#### SHC – Shelter Care

(SHC is used for shelter homes that provide shelter care and/or foster care but have been licensed through the local county shelter or another child placing agency (mostly used in Salt Lake County).

### PROVIDER INFORMATION

#### PR05 SCREEN

USSDS PR05		PROVIDER RESOURCE IDENTIFICATION		05/07/02 1658228	
PROVIDER ID <b>555554444</b>					
		LAST NAME	FIRST NAME	INITIAL	
PERSONAL NAME		<b>THOMSON</b>	<b>JULIE</b>		
CORPORATION					
MAILING ADDRESS		<b>120 NO 200 WEST</b>		RESIDENCE	
EXTRA				IF	
CITY-ST		<b>SALT LAKE CITY</b>	<b>UT</b>	DIFFERENT	
ZIP		<b>84103</b>			
AREA CODE		<b>801</b>		RES LOCATION DESCRIPTION	
PHONE		<b>9999999</b>			
COUNTY	<b>25</b>	DISTRICT OFFICE	<b>VAC</b>	WORKER ID	<b>CY07</b>
				PROVIDER TYPE	<b>P</b>
COMMENTS					
<b>SHELTER HOME LICENSED THROUGH SL COUNTY</b>					
RESOURCE TYPE <b>SHC</b> ST-DATE <b>09MAR02</b> END-DATE <b>28FEB03</b> TERMINATION REASON					

### From form 519a-DCFS, Enter provider information

- Enter provider Last Name, First Name
- Enter provider Mailing Address, City, State, Zip Code and Phone number
- Enter County Code where provider resides
- Enter DCFS District Office of Independent Living Worker
- Enter Independent Living Worker ID
- Enter Provider Type
- Enter Resource Type, Start Date and End Date (cannot exceed 1 year and must end on last day of month)

### PROVIDER CHARACTERISTICS

#### PR20 Screen

- Enter Provider Characteristics on the **PR20** screen that is listed on the form 519b.

### APPROVALS

The below listed codes are only ones allowable for **SHC** providers. Open approvals (service codes) on **USSDS PR07**.

**SCP** – Basic Shelter Care

**SSP** – Specialized Shelter Care

**EFP** – Emergency Foster Care

**SEP** – Specialized Emergency Foster Care

**FTV** – Visitation Mileage

**FTC** – Case Activity Mileage  
**FTP** – Other Essential Mileage  
**FTM** – Medical Mileage  
**(If provider will continue to care for children after shelter, foster parent will also need to have the following codes open)**  
**CFP** – Basic Foster Care  
**SFP** – Specialized Foster Care

### **OPENING PROVIDER APPROVALS**

Open approvals (payment codes) on **USSDS PR07**

**CFP** – Basic Foster Care  
**SFP** – Specialized Foster Care

When approved open

**FTV** – Visitation Mileage  
**FTC** – Case Activity Mileage  
**FTP** – Other Essential Mileage  
**FTM** – Medical Mileage

**\* Prefer first 3-6 months of experience be limited to CFP, REI and 1-2 children\***

- Level of care will be based on training, abilities and experience
- Approval date **CANNOT** be prior to license start date
- **PR07A** screen, enter end date (date of license expiration)
- Enter office and worker I.D. (**resource consultant**)
- License **capacity** can only be altered by the **Office of Licensing**
- Fill in **Kind** and **Primary rate**

**SCP** - Shelter Basic Foster  
**SSP** - Shelter Specialized  
**EFB** - Emergency, basic  
**SEP** - Shelter, emergency, specialized  
**CFP** - Basic foster care  
**SFP** - Specialized foster care  
**SFS** - Structured foster care  
**SFD** - Structured foster care with social skills development (SDS)  
**FTV** – Visitation Mileage  
**FTC** – Case Activity Mileage  
**FTP** – Other Essential Mileage  
**FTM** – Medical Mileage

- Fill in **Kind** and **Rate** for respite based on level of care foster parent is providing. Rate is to be a daily rate paid current foster care rates for level of care.
  - RE1** - Basic Respite
  - RE2** - Specialized Respite
  - RE3** - Structured Respite
- Open **MFC** (**only** with approval from worker, supervisor, and Regional Health Care Coordinator)
- Peer Parent Coordinator will open **PPI & PPO only**
- All **Residential** approvals will be open by either the State Office or the Contract Monitor

**Review: USSDS PR11- Provider History Screen**

- Check for start date of most recent level of care (approval)
- Enter most recent start date on **PR07**
- Update end date on **PR07A** to new license end date
- Update end date on all other open services (mileage, respite) to new license end date on **PR07A**



- Correct Regional Office/Worker ID (Resource Consultant) when appropriate
- **Do not** create a new line with new start and end dates. If multiple lines show on PR11 (i.e. CFP 01jul99 – 31mar01 & CFP 01apr01 – 30mar02, contact Linda O’Brien to have approvals corrected.
- **Do not** open approvals for **ICP, XCP, SNB, SNC, SNG, SNL, SNR & STP**. These One-Time payments will pay when a provider has level of care approvals open.

## **ADOPTION SUBSIDY PROVIDERS**

### **PR519 INSTRUCTIONS**

- Complete personal information section on provider (PR05 section)
  - Resource Type “ADS” can be 1, 2 or 3 year cycles

### **ENTERING NEW ADOPTION SUBSIDY PROVIDERS**

- Query PR03 screen in USSDS to see if provider already exists in the system  
(If already in system as a provider, do not alter any information on the PR05 screen)
- Go to PR05 screen (adopt – password) and enter new provider information
  - Resource Type required for new provider information
- If another resource type has ended for provider “ADS” can be entered

## **PR05 SCREEN**

USSDS PR05A		PROVIDER RESOURCE IDENTIFICATION		01/22/02 1533311	
PROVIDER ID 555559999			COMPLIANCE QUESTIONED		
PERSONAL NAME		LAST NAME	FIRST NAME	INITIAL	
		<b>FRANKE</b>	<b>LEROY</b>		
CORPORATION LEROY FRANKE					
MAILING ADDRESS		<b>9999 E 9999 SO</b>		RESIDENCE	
EXTRA				IF	
CITY-ST		<b>SOMEWHERE</b>	<b>UT</b>	DIFFERENT	
ZIP		<b>84084</b>			
AREA CODE		<b>801</b>		RES LOCATION DESCRIPTION	
PHONE		<b>99999999</b>			
COUNTY	<b>25</b>	DISTRICT OFFICE	<b>WPC</b>	WORKER ID	<b>WLP4</b>
		PROVIDER TYPE	<b>N</b>	EFT	<b>N</b>
COMMENTS					
RESOURCE TYPE		<b>ADS</b>	ST-DATE	<b>01JUL01</b>	END-DATE <b>30JUN03</b>
GO TO NEXT	SCREEN	CLIENT	PROVIDER	555559999	REFERRAL

## ASSIGNING AGREEMENT NUMBERS

- Go to the PR33 screen (adopt – password) to assign an agreement number
- Type in Provider ID and Service Code (subsidy type), (enter)
- (Do not enter an agreement number unless you are modifying an existing agreement)

## PR33 SCREEN

USSDS PR33	ADOPTION SUBSIDY AGREEMENT SCREEN	01/22/02 16:04:40
PROVIDER ID <b>555559999</b>		
SERVICE CODE <b>sap</b>		
AGREEMENT NUMBER		
ONLY ENTER AGREEMENT NUMBER TO UPDATE EXSISTING AGREEMENTS		
FOR NEW AGREEMENTS, NUMBER WILL BE GENERATED.		
GO TO NEXT	SCREEN CLIENT	REFERRAL

- Enter Start and End Date of Agreement, District office and Worker ID
- (Dates do not necessarily need to be the same as the Resource Type of “ADS”)
- (Enter)

## PR33 SCREEN

USSDS PR33	ADOPTION SUBSIDY AGREEMENT ADD SCREEN	01/22/02 16:21:49	
PROVIDER ID 555559999		NAME LEROY FRANKE	
SERVICE SAP			
START DATE	END DATE	DISTRICT OFFICE	WORKER
<b>01JUL01</b>	<b>30JUN03</b>	<b>WPC</b>	<b>WLP4</b>
NEXT SCREEN IS		CLIENT	PROVIDER 555559999 REFERRAL

- The system will automatically assign the Agreement Number
- Enter this Agreement Number on the form 519
- (A new Agreement Number will need to be assigned for each subsidy type)

LAST SCREEN PR33 RECORD ADDED - AGREEMENT NUMBER IS **00019A**

USSDS PR33	ADOPTION SUBSIDY AGREEMENT SCREEN	01/22/02 16:26:30
------------	-----------------------------------	-------------------

PROVIDER ID 555559999

SERVICE CODE SAP

## ENTERING APPROVALS

- Go to the PR14 Screen (adopt – password)
- Enter Provider ID, Service Code, new Agreement Number, Start Date & End Date
- (Start Date cannot be before Agreement Start Date, but End Date can be before Agreement End Date)

## PR14 SCREEN

USSDS PR14	OPEN CONTRACT APPROVAL ADD - UPDATE	01/22/02 1642529
PROVIDER ID: <b>555559999</b>		
SERVICE CODE: <b>SAP</b>		
CONTRACT/AGREEMENT NBR: <b>00019a</b>		
APPROVAL START DATE: <b>01JUL01</b>		
& END DATE: <b>30JUN03</b>		
GO TO NEXT	SCREEN	CLIENT REFERRAL

- Enter Agency, Worker ID, Kind and Rate (enter)
- A new approval needs to be entered for each Agreement number that was created
- (Once a rate has been entered and saved, you cannot go back and change the rate. Linda O'Brien will need to delete the approval for you to re-enter correctly)

USSDS PR14	OPEN CONTRACT APPROVAL ADD	1650427 01/22/02
PROVIDER ID: 555559999		NAME: FRANKE LEROY
SERVICE	START DATE	END DATE
	AGENCY	WORKER
	CONTRACT/ AGREEMENT	KIND
	PRIMARY RATE	ALTERNATE RATE
SAP	01JUL01	30JUN03
	WPC	WLP4
	00019A	M
		400.00
LICENSED CAPACITY		DATE LAST MONITORED
OTHER LICENSING WORKER AGENCY		OTHER LICENSING WORKER
GO TO NEXT	SCREEN	CLIENT
	PROVIDER 555559999	REFERRAL

- Client authorizations can be opened the following day through the AAM case in SAFE

## ADOPTION SUBSIDY PROVIDERS APPROVAL/AUTHORIZATION AMENDMENTS

### PURPOSE:

To be used when changing a subsidy rate in the middle of an agreement period.

### CLOSE SAFE PSA & QUERY USSDS FIRST

- If the amended agreement ends in a previous month, you will need to close the PSA before making changes to the provider approval. Go into SAFE and close the PSA on the last day of the month for which the existing rate applies.

### SAFE PSA SCREEN

The screenshot displays the 'Purchase Service Authorization' window in the SAFE system. The window is divided into several sections for data entry:

- Case:** Name: Franke, Sam; ID: 100010; Type: AAM; Reg/Off/Wrk: Western/Provo Family Services/O'Brien, Linda.
- Function:** Radio buttons for 'Purchase Service Authorization' (selected) and 'One Time Payment'.
- Client:** Name: Franke, Sam; Elig: FB.
- Provider:** ID: 555559999; Contract #: 00039A; Name: Franke, Leroy.
- PSA / OTP:** Worker: O'Brien, Linda; Start Dt: 01Aug03; Service: SAP-Subsidized Adopt; End Dt: 31Mar04; Kind: Month; Units: 1; Contract/Review Worker: (empty); Bgt Dist: WPC - WESTERN-PROVO; Rate: \$450.00; Payment: \$0.00; Reason: (empty).

- Query PR11 screen to check for accuracy of dates for original agreement.

## PR11 SCREEN

CONTRACT 00039A		NAME: LEROY FRANKE						
S	A							
V	/	START/	END/	AGENCY	KIND	PRIMARY	ALTERNATE	
C	C	DATE	DATE	WORKER		RATE	RATE	PROVIDER
SAP	A	01AUG03	31JUL06	WPC	WLP4	M	450.00	555559999
SAP	B	01AUG03	31JUL06	WPC	WLP4			555559999

## CLOSE EXISTING PROVIDER APPROVAL

- Go to PR14 screen and enter information in all fields, including start/end dates from PR11 screens.

## PR14 SCREEN

USSDS PR14	OPEN CONTRACT APPROVAL ADD - UPDATE
PROVIDER ID:	555559999
SERVICE CODE:	SAP
CONTRACT/AGREEMENT NBR:	00039A
APPROVAL START DATE:	01AUG03
	& END DATE: 31JUL06
GO TO NEXT	SCREEN CLIENT REFERRAL

- Change end date from original agreement ending date to new end date (same date as you closed PSA).

### PR14A SCREEN

USSDS PR14A OPEN CONTRACT APPROVAL UPDATE-CHANGE							04/28/04 1602432	
PROVIDER ID: 555559999				NAME: FRANKE LEROY				
SERVICE	START DATE	END DATE	AGENCY	WORKER	CONTRACT/ AGREEMENT	KIND	PRIMARY RATE	ALTERNATE RATE
SAP	01AUG03	<b>31JUL06</b>	WPC	WLP4	00039A	M	450.00	
	<b>Change to</b>	<b>31MAR04</b>						
LICENSED CAPACITY			DATE LAST MONITORED 28APR04					
OTHER LICENSING WORKER AGENCY			OTHER LICENSING WORKER					
GO TO NEXT SCREEN CLIENT			PROVIDER 555559999 REFERRAL					

### ESTABLISH NEW APPROVAL WITH NEW RATE AND NEW START DATE

- Go back to PR14 and enter information in blank fields, with the new start date (leaving end date same as original agreement date). **Make sure you change the start date, as it will pull up the last date that was entered.**

### PR14 SCREEN

USSDS PR14 OPEN CONTRACT APPROVAL ADD - UPDATE	
PROVIDER ID: 555559999	
SERVICE CODE: SAP	
CONTRACT/AGREEMENT NBR: <b>00039a</b>	
APPROVAL START DATE: <b>01apr04</b>	
& END DATE: <b>31jul06</b>	
GO TO NEXT SCREEN CLIENT	REFERRAL

- Enter Region/Worker and amended Rate information.

### PR14A SCREEN

USSDS PR14A OPEN CONTRACT APPROVAL UPDATE-CHANGE						04/28/04 1616596	
PROVIDER ID: 555559999				NAME: FRANKE LEROY			
SERVICE	START DATE	END DATE	AGENCY	WORKER	CONTRACT/ AGREEMNT	KIND	PRIMARY ALTERNATE RATE RATE
SAP	01APR04	31JUL06	WPC	WLP4	00039A	M	700.00
LICENSED CAPACITY				DATE LAST MONITORED 28APR04			
OTHER LICENSING WORKER AGENCY				OTHER LICENSING WORKER			
GO TO NEXT SCREEN CLIENT				PROVIDER 555559999 REFERRAL			

- Re-check PR11 screen for accuracy (Notice the agreement will always stay the same, but approvals will have different dates for the rates).

### PR11 SCREEN

USSDS PR11		PROVIDER SERVICE SUMMARY SCREEN		04/28/04			
CONTRACT 00039A		NAME: LEROY FRANKE					
S	A						
V	/	START/	END/	AGENCY	KIND	PRIMARY	ALTERNATE
C	C	DATE	DATE	WORKER		RATE	RATE
						PROVIDER	
SAP A	01AUG03	31MAR04	WPC WLP4	M		450.00	555559999
SAP A	01APR04	31JUL06	WPC WLP4	M		700.00	555559999
SAP B	01AUG03	31JUL06	WPC WLP4				555559999

### OPEN SAFE PSA

- Provider information will update overnight into SAFE. Open PSA the following day with the new start date.

<b>Purchase Service Authorization</b>					
Case			Function		
Name: <b>Franke, Sam</b>		ID: <b>100010</b>	Type: <b>AAM</b>		
Reg/Off/Wrk: <b>Western/Provo Family Services/</b>		<b>O'Brien, Linda</b>			
Client			PSA / OTP		
Name: <b>Franke, Sam</b>		Elig: <b>FB</b>	Worker: <b>O'Brien, Linda</b>		Start Dt: <b>01Apr04</b>
Provider		Service: <b>SAP-Subsidized Adopt</b>		End Dt:	

